

# ANTHONY LOPEZ

## ENTERPRISE APPLICATION & SYSTEMS ENGINEER

LINUX | WINDOWS SERVER | AWS | CI/CD | APPLICATION OPERATIONS | AI AUTOMATION

Dayton, OH

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### PROFESSIONAL SUMMARY

Enterprise application and infrastructure professional with 10+ years in advanced technical support, escalation management, systems troubleshooting, and technical leadership. Current CompuCom assignment supporting GE Aerospace covers 400+ users, engineering/business applications, Windows Server/VMs, networking, software deployment, patching, and incident response. Hands-on Linux/VPS administrator with Bash, SSH, Docker, and Tailscale experience, plus PowerShell, Python, AWS fundamentals, Git/GitHub, ServiceNow/ITIL, and daily LLM-assisted troubleshooting and automation. Known for taking ownership of ambiguous problems, learning unfamiliar systems quickly, and turning fixes into repeatable standard work.

**TECHNICAL RANGE** Enterprise applications, Linux/Windows systems, cloud fundamentals, incident triage, and automation that turns one-off fixes into repeatable operations.

**10+**

years enterprise IT

**400+**

users currently supported

**20+**

Tier II advisors led

**~20%**

KPI / productivity gains

### CORE EXPERTISE

|                             |                                 |                                |                      |
|-----------------------------|---------------------------------|--------------------------------|----------------------|
| Linux / Bash Administration | Windows Server / Virtualization | Enterprise Application Support | AWS / Cloud / IAM    |
| Incident / Outage Triage    | CI/CD / DevOps Tooling          | PowerShell / Python / LLMs     | ITIL / Standard Work |

### PROFESSIONAL EXPERIENCE

#### IT Specialist | Specialized On-Site Support

2025 - Present

CompuCom | Contracted to GE Aerospace | Dayton, OH

- Support 400+ GE Aerospace users across enterprise and engineering software, including Software Store workflows, access, installations, licensing, authentication, and escalated application/workstation issues.
- Resolve and coordinate advanced incidents across applications, Windows systems, identity, networking, and infrastructure; partner with engineering, endpoint, security, and infrastructure teams to isolate root cause and restore service.
- Provide hands-on server-room and network support by tracing and testing physical connections, isolating failed ports or cabling, coordinating with remote infrastructure teams, accessing Windows Server and virtual machines, and validating DNS and DHCP services.
- Support software readiness, deployment, encryption, patch status, and Windows 11 migration activity through Intune and Tanium; troubleshoot update, device-policy, BitLocker, performance, and connectivity issues.
- Support Entra ID and Microsoft 365 access, licensing, MFA/SSO, Conditional Access, and service-health issues that affect application availability and user access.
- Create KBs, SOPs, runbooks, and incident records; use PowerShell, Bash/Linux tooling, Python, SQL, APIs/JSON, Git/GitHub, and LLMs to accelerate diagnostics, standardize repeatable work, and improve technical handoffs.

#### Tier II IT Analyst - HyperCare & Retail Infrastructure Conversions

2025

7-Eleven / Speedway | Enon, OH | 6-Month Contract | Concurrent Assignment

- Triaged 100+ ServiceNow cases daily and managed 30-50 complex project cases weekly during large-scale Speedway-to-7-Eleven technology conversions.
- Resolved and coordinated escalations across store servers, fuel/retail cloud systems, diesel fuel systems, endpoints, application access, connectivity, and site cutovers.
- Maintained precise case records and cross-team handoffs across vendors, field teams, and internal support groups to protect store operations during conversion waves.

#### Tier II Technical Support Analyst

2023 - 2025

Other World Computing | Remote

- Resolved 50-70 advanced cases weekly across storage, RAID/SoftRAID, backup and recovery, Microsoft 365, macOS/Windows, identity, networking, and endpoint performance.
- Authored SOPs and KBs in ServiceNow/Confluence, mentored Tier I technicians, partnered with engineering on complex escalations, and contributed to an approximately 20% improvement in support KPIs.

PROFESSIONAL EXPERIENCE - CONTINUED

Senior Tier II Technical Team Lead

2016 - 2023

Apple | Remote

- Led and coached 20+ Tier II Advisors, improving productivity by approximately 20% through quality reviews, workflow coaching, and technical mentorship.
- Owned complex escalations across macOS/iOS, identity and account access, security, networking, backups, and enterprise device-management workflows.
- Managed quality and KPI performance while strengthening documentation, escalation consistency, and advisor capability in a high-volume remote environment.

TECHNICAL QUALIFICATIONS

|                               |                                                                                                                                                                                                                                                                                                  |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Linux & Windows Systems       | Hands-on Linux/VPS administration using Bash, SSH, Docker, Tailscale, service and log monitoring, scheduled jobs, backup workflows, and secure remote administration; Windows Server support, Windows 10/11, VMware/virtual machines, RDP, patching, updates, and platform troubleshooting.      |
| Enterprise Applications       | Engineering and business application support, Software Store workflows, installation, access/licensing, authentication, incident triage, escalation, and engineering-user support; familiarity with MATLAB/MathWorks, Altium, ANSYS, Windchill/NX, Teamcenter, and related CAE/CAD environments. |
| AWS / Cloud & DevOps          | AWS Certified Cloud Practitioner; AWS and Azure fundamentals, IAM concepts, Git/GitHub, CI/CD concepts, Jenkins exposure, Ansible familiarity, Docker, version-controlled deployments, monitoring/logging, backup workflows, and secure remote administration.                                   |
| IT Operations & Standard Work | ServiceNow, Jira, Freshservice, Remedy, ITIL, incident/problem management, application/server incident and outage triage, vendor coordination, KBs/SOPs/runbooks, monitoring/logging/alerting, patching and platform updates, Scrum/Kanban familiarity, and repeatable standard work.            |
| Automation & AI               | Python, PowerShell, Bash, SQL, APIs/JSON, Git/GitHub, n8n, scheduled jobs, and workflow automation; daily use of ChatGPT, Codex, and other LLM tools for troubleshooting, scripting/coding, research, documentation, knowledge retrieval, and structured operational workflows.                  |
| Networking & Architecture     | TCP/IP, DNS, DHCP, VPN, RDP, Wi-Fi, routing/firewall fundamentals, server-room and cable/port diagnostics, storage/RAID, backup/recovery; system and network architecture documentation, workflow diagramming, Mermaid, and implementation specifications.                                       |

SELECTED AI, AUTOMATION & INFRASTRUCTURE PROJECTS

Multi-Machine AI Operations Lab | *Linux, Python, Docker, Tailscale, SSH, GitHub, n8n*

- Built and now operate a distributed macOS/Linux environment for AI-agent orchestration, scheduled jobs, coding, logging, approvals, data synchronization, backups, and secure remote administration.

Hermes Agent / Automation Stack | *Python, GitHub, Tailscale, Local AI Models, Knowledge Retrieval*

- Configured and now maintain isolated agent environments for research, coding and document workflows, ticket processing, backup orchestration, and local knowledge retrieval with GitHub tracking, approval gates, and recoverable operations.

Multi-Node Linux Infrastructure Design | *Linux, Docker, Tailscale, Ansible, Mermaid, GitHub*

- Designed a multi-node Linux infrastructure plan with network topology, Ansible-based provisioning, private networking, observability, backup/recovery, and documented acceptance gates for repeatable operations.

EDUCATION & CERTIFICATIONS

Western Governors University | B.S., Information Technology - In Progress  
CompTIA A+ | Network+ | Security+ | ITIL Foundation | AWS Certified Cloud Practitioner