



Absalom Israel

Field Systems Engineer | Network Infrastructure & Security | OCONUS Ready

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◦ Skills ◦

Remote Diagnostics & Support

RDP/TeamViewer/LogMeIn, Telemetry Analysis, SLA Management, ServiceNow/ConnectWise, Technical Documentation

Endpoint & Identity Management

Microsoft 365 Admin, Active Directory (AD), Intune/MDM, Zero-Touch Provisioning, Asset Lifecycle

Network Connectivity

VPN Troubleshooting, TCP/IP & DNS, DHCP Configuration, Home Office Wi-Fi Support, Port Forwarding

Data Center Operations

IMAC Procedures, Hardware Break-Fix, Rack & Stack, Structured Cabling, Asset Decommissioning, SLA/KPI Management

Infrastructure Security

SIDA Federal Clearance, Physical Access Control, Identity Management (IAM), Active Directory, EHS Safety Compliance

Network & Automation

VPN Troubleshooting, Docker/Unraid, Bash Scripting, TCP/IP & DNS, ServiceNow/ConnectWise

Hardware Expertise

Dell/HP/Apple Diagnostics, Component Failure Analysis, BIOS/UEFI Configuration, Telemetry Analysis.

◦ Certifications ◦

Workday Basic Series

Coursera

November 2024

Enterprise platform fundamentals

🔗 [Certificate Link](#)

Troubleshooting IT

LinkedIn Learning

November 2024

Remote access tools & management

Distributed systems troubleshooting

End-user support best practices

🔗 [Certificate Link](#)

◦ Key Impacts ◦

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- **SLA & KPI Performance:** Consistently maintained a 95% SLA success rate for high-priority infrastructure tickets at Logan Airport through rapid diagnostic telemetry.
- **Hyperscale Deployment:** Executed a 900+ unit endpoint rollout, managing configuration profiles and zero-touch provisioning with 100% asset accountability.
- **Infrastructure Security:** Architected a high-availability server environment (Unraid/Docker) to simulate enterprise-grade VPN, DNS, and SSL/TLS security standards.
- **Safety & Compliance:** Maintained perfect compliance with federal SIDA security protocols and physical safety standards in active aviation operational zones.

Online Profiles

• [Absaloms Git Profile](#)

• [absaloms linkedin profile](#)

Summary

Infrastructure Specialist with ~4 years of experience supporting mission-critical systems in high-security aviation environments. Expert in hardware deployment, Tier 2 diagnostics, and component-level break-fix. Active home-lab architect focused on simulating enterprise-grade server environments using Unraid and Docker. Seeking to transition deep technical troubleshooting and security compliance skills into a Data Center Technician role.

Experience

Avaso Technology Solutions

Field Support Engineer (Tier 2)

Boston, Logan Airport

January 2024 – Present

- Perform Tier 2 diagnostics and **hardware break-fix** for Dell, HP, and Apple ecosystems, focusing on rapid component failure analysis and resolution.
- Execute full **IMAC (Install, Move, Add, Change)** workflows, ensuring seamless hardware transitions and operational continuity for airport infrastructure.
- Manage full incident lifecycle within ITSM frameworks, meeting strict **Key Performance Indicators (KPIs)** and documentation standards.
- Oversee secure **asset decommissioning**, including data sanitization (secure wiping) and hardware recycling protocols for secure zones.

RetroFit (Contracted to MASSPORT)

Endpoint Deployment Specialist

MASSPORT (Massachusetts)

March 2025 – April 2025

- Led large-scale hardware deployment of 900+ units, managing physical installation, cabling, and remote configuration profiles for Zscaler and VPN.
- Provided on-site technical support during critical maintenance windows, acting as the primary point of contact for connectivity and authentication errors.
- Maintained precise asset tracking databases to ensure 100% inventory accountability for high-value hardware.

Amazon

Security Operations & Access Analyst

Greater Boston – Seaport

November 2022 – February 2024

- Managed **Identity and Access Management (IAM)** workflows, overseeing secure credential issuance and physical access provisioning.
- Collaborated with IT Security teams to enforce compliance audits and ensure physical security standards were met across corporate facilities.

Independent Technical Consultant

Systems Integration Engineer

Remote

March 2022 – Present

- **Data Center Operations:** IMAC Procedures, Hardware Break-Fix, Rack & Stack, Structured Cabling, Asset Decommissioning, SLA/KPI Management.
- **Infrastructure Security:** SIDA Federal Clearance, Physical Access Control, Identity Management (IAM), Active Directory, EHS Safety Compliance.
- **Network & Automation:** VPN Troubleshooting, Docker/Unraid, Bash Scripting, TCP/IP & DNS, ServiceNow/ConnectWise.
- **Hardware Expertise:** Dell/HP/Apple Diagnostics, Component Failure Analysis, BIOS/UEFI Configuration, Telemetry Analysis.