

Emma Perez

System Administrator

Senior system administrator with 9 years across healthcare and SaaS. Deep on Linux (RHEL, Ubuntu), VMware, and infrastructure-as-code with Terraform. Comfortable owning a service end-to-end from architecture through 3 a.m. pages.

EDUCATION

B.S. in Information Sciences and Technology, Penn State University, 2015

Red Hat Certified Engineer (RHCE), active since 2018

VMware Certified Professional - Data Center Virtualization (VCP-DCV), 2021

HashiCorp Certified: Terraform Associate, 2022

KEY SKILLS

- Linux administration (RHEL, Ubuntu, CentOS) at 300+ host scale
- VMware vSphere and ESXi cluster design and capacity planning
- Configuration management with Ansible and Ansible Tower
- Infrastructure-as-code with Terraform across on-prem and AWS
- Monitoring and alerting stack: Prometheus, Grafana, Alertmanager, SNMP
- Scripting in Bash and Python for automation and reporting

PROFESSIONAL EXPERIENCE

Senior System Administrator | Foundry Health Networks, Pittsburgh, PA, 2020 – Present

- Own a 410-VM mixed Linux/Windows estate supporting an EHR integration platform that processes around 2.3M HL7 messages per day
- Reduced unplanned outages from 11 in 2021 to 2 in 2024 by introducing change advisory gates and pre-deploy smoke tests
- Rebuilt the patching process for 180 RHEL hosts using Ansible Tower, monthly compliance went from inconsistent to above 95% within two quarters
- Mentor two mid-level admins, run a weekly office hour for the 6-person infra team
- Led the move from on-prem Bitbucket to GitLab self-hosted, including LDAP integration and runner setup for the platform team's CI

System Administrator | Allegheny Datapath, Pittsburgh, PA, 2017 – 2020

- Managed 95 Ubuntu servers running an internal data pipeline plus the Postgres clusters behind it
- Migrated DNS and DHCP from Windows to ISC/BIND on Linux, reduced licensing spend by roughly \$38K annually
- Built monitoring dashboards in Grafana sourced from Prometheus and SNMP exporters
- Took primary on-call one week in four, average MTTR of about 24 minutes for Sev-1s during my rotations

Systems Engineer (Contract) | Monongahela Tooling Co., McKeesport, PA, 2015 – 2017

- Refreshed the Windows Server 2008 fleet to 2016, 22 servers across two plant sites
- Set up site-to-site VPN between HQ and a new manufacturing facility
- Wrote the first IT runbook the company had, used during a CFO transition to onboard a new MSP

- Networking fundamentals: BGP, VLANs, firewalls, ISC BIND/DHCP
- Identity and access: LDAP, Active Directory, SSO integration
- CI/CD platform ownership with GitLab self-hosted and runners
- Patch and vulnerability management for regulated (HIPAA) environments
- Incident response, on-call leadership, and postmortem facilitation
- Mentoring junior admins and running change advisory processes