

ABDULLAH MASUD

Infrastructure & Operations Technician

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[Portfolio](#) | [Technical Documentation](#) | [Build Logs](#)

PROFESSIONAL SUMMARY

Committed hands-on Infrastructure Technician with over 7 years of experience specializing in hardware lifecycle management, server integration, and additive manufacturing. Proven ability to diagnose and solve problems with root-cause hardware failures (SAS/SATA, Logic Boards, Mobile Devices) and deploy self-hosted enterprise monitoring stacks (Prometheus/Grafana). Seeking a dedicated IC (Individual Contributor) role in Critical Facilities, Data Center Technician, or R&D Operations.

TECHNICAL PROJECTS & SYSTEMS INTEGRATION

Enterprise Storage & Virtualization Environment | September 2016 – Present

- Built and configured bare-metal TrueNAS Scale server with 5.46TB usable storage using ZFS RAID-Z2 for data redundancy and integrity
- Integrated LSI HBA controller with 10x enterprise SAS drives, demonstrating cost-effective infrastructure design
- Deployed network-wide ad blocking and privacy protection using Pi-hole with Unbound recursive DNS
- Configured WireGuard VPN for secure remote access to home network services
- Implemented monitoring stack (Prometheus, Grafana, Uptime Kuma) for infrastructure health visibility and alerting
- Assembled, diagnosed, and upgraded 20+ computer systems including server-grade components
- Documented all projects in public knowledge garden, demonstrating technical writing practices
- Additive Manufacturing: Designed and printed active cooling solutions for single-board computers (SBCs) and custom camera rigs using Bambu Lab P2S/A1 hardware.
- Mobile Device Engineering: Experience with Android Debug Bridge (ADB), bootloader unlocking, and partition flashing for hardware validation.

TECHNICAL SKILLS

- **Infrastructure & Monitoring:** TrueNAS Scale, ZFS/RAID-Z2, Prometheus, Grafana, Uptime Kuma, Pi-hole DNS
- **Operating Systems:** Linux (Ubuntu, Debian, Fedora), Windows Server, Windows 7-11
- **Hardware:** Server assembly/disassembly, SAS/SATA drives, LSI HBA controllers, ECC RAM, CPU diagnostics, Thermal Management
- **Networking:** WireGuard VPN, DNS configuration, Unbound recursive DNS, network troubleshooting
- **Tools:** Hardware benchmarking (Passmark, Cinebench), ticketing systems, workflow management, Microsoft Office applications
- **Documentation:** Technical writing, incident documentation, Markdown, knowledge base management

PROFESSIONAL EXPERIENCE

Technical Support & Operations Specialist

NTB/Mavis Tires | Woodbridge, VA | March 2024 – May 2025

- Administered ticketing system workflow, weekly with turnaround optimization
- Maintained and repaired legacy Windows 7 embedded systems and thermal printing hardware, performing component-level diagnostics to ensure 99% uptime.
- Managed physical layer structured cabling and network termination for shop connectivity.
- Implemented scheduling system reducing service turnaround time by 15% and process improvement.
- Adhered to strict OSHA safety standards and lockout/tagout procedures while operating heavy machinery, maintaining a 100% safety record in a high-volume workshop.

Data Annotation Specialist (Contract)

Remote Platforms | January 2023 – Present

- Delivered high-accuracy data labeling (98%) for machine learning initiatives, demonstrating attention to detail and consistent compliance with complex technical specifications.

PROFESSIONAL DEVELOPMENT

Self-Directed Learning & Lab Projects:

- Virtualization: KVM deployment and virtual machine management
- Enterprise Systems: Windows Server 2022, Active Directory fundamentals
- Networking: Firewall configuration, VLAN concepts, network diagramming
- Automation: PowerShell scripting basics

Currently Pursuing: CompTIA Network+ certification

EDUCATION

Bachelor of Science in Information Technology (In Progress)

George Mason University, Fairfax, VA | Expected 2028