

Sebastian G

IT Support Engineer

Portfolio & live AWS lab: seba.sh

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SUMMARY

IT support engineer pivoting into cloud and DevOps. I automate repetitive manual work and build real infrastructure as code on AWS: Terraform, CI/CD, and OIDC federated deploys with no long lived keys.

EXPERIENCE

Tier 2 Service Desk Technician, The Liberty Company Insurance Brokers

Mar 2025 to Present | Remote

Tier 2 support across a 1,000+ user environment, focused on turning repetitive manual work into self service automation.

- **Cut manual data entry from new hire setup** by building a one click onboarding pipeline (Copilot Studio, Teams, PowerShell): a self service Teams agent reads new hire PDFs and outputs provisioning ready PowerShell, tightening the recruiting to IT handoff.
- **Flagged 200+ reclaimable accounts** with a monthly audit (RingCentral, Active Directory, Excel) that sorts every user into Reclaim / Review / Monitor / Active tiers, replacing guesswork with data driven license decisions for leadership.
- **Eliminated a recurring manual desk visit** by automating an ImageRight repair through Atera and PowerShell: one run clears every component and file lock, then reinstalls clean.
- **Kept remote access reliable** by writing two RMM tools for Splashtop: an end to end health check (agent, service, DNS, port 443) and a utility that standardizes audio config across all managed endpoints, both with clean logging and exit codes.

Technologies: PowerShell, Python, Microsoft Copilot Studio, Active Directory, Microsoft 365, Teams, Atera (RMM), Splashtop, RingCentral

Remote IT Support Specialist, Affixate

Jul 2023 to Sep 2024 | Remote

- Ran the full Active Directory user lifecycle (creation, modification, deactivation) plus Microsoft 365 and Teams support for a small remote team, with personalized TeamViewer troubleshooting.
- Resolved issues quickly and escalated complex problems to keep operations running.

Technologies: Active Directory, Microsoft 365, Teams, TeamViewer

Technical Associate, Office Depot

Jul 2022 to Jul 2023 | Los Angeles, CA

- Troubleshoot software across Windows and macOS and resolved printer issues to keep clients operational.
- Performed hardware repairs and part replacements to restore device functionality.

Technologies: Windows, macOS, hardware diagnostics and repair

PROJECTS

Cloud Portfolio

seba.sh

A live static site I use as a working lab for AWS and infrastructure as code.

- Hosted on private AWS S3 with CloudFront, Origin Access Control, and an ACM TLS certificate, fronted by Cloudflare DNS. Built by hand in the console first to learn the moving parts.
- Rebuilt the entire stack as Terraform modules, so one **terraform apply** provisions it from zero.
- Deploys through a GitHub Actions pipeline using OIDC with no long lived keys: CI assumes an IAM role, runs **s3 sync**, then invalidates CloudFront.

Same Server, Two IaC Tools

- Provisioned a containerized game server on AWS ECS Fargate twice as code (once in Terraform, once in Pulumi) with remote state and a CI preview pipeline, to compare the two tools directly.

ESXi Homelab

- Configured a bare metal VMware ESXi server running a Windows Server 2022 Active Directory domain controller with Windows 10/11 clients for domain management practice.
- Stood up FTP, SMB, and HTTP services for hands on experience with service configuration and network protocols.

CERTIFICATIONS

- **AWS Certified Solutions Architect Associate**, May 2026
- **CompTIA A+**, September 2024 (ID: COMP001022608612)