

# NICHOLAS RACKUS

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## EXPERIENCE

**WIPRO LTD (FORMERLY RIZING LLC):** New Brunswick, NJ (Remote) May 2022 – Present  
*IT TechOps Engineer (Systems Engineer)*

- Administer and manage Windows Server (2019/2022) and Linux (RHEL, Ubuntu, SuSE) machines.
- Maintain ESXi virtualization infrastructure, including underlying hosts and storage solutions.
- Install and manage network equipment, such as switches, firewalls, NAS devices, iSCSi SAN storage devices.
- Deploy cloud solutions in Azure/AWS to meet company needs. Analyze and reduce costs where possible.
- Participated in virtual machine migrations for both datacenter-to-cloud and cloud-to-cloud migrations.
- ArcGIS Enterprise installation, setup and administration; Portal, Web Adaptor, Server, Data Store.
- Setup and manage reverse proxy tools for website SSL/TLS access using NGINX.
- Kubernetes cluster deployment and management utilizing Gitops tools like FluxCD.
- Install and perform initial setup of databases, including MSSQL, PostgreSQL, MySQL, Oracle DB.
- Manage server infrastructure backups using Veeam Backup and Recovery and Veeam ONE for monitoring.
- Perform vulnerability management, patching and hardening strategies to improve security posture.
- Respond to user issues via ticketing system, ensuring resolution in a timely and satisfactory manner.
- AD Domain management, including user setup and appropriate access control.
- Tier 1/2/3 support, ranging from standard helpdesk tickets to troubleshooting infrastructure issues.

**DORNEY PARK & WILDWATER KINGDOM:** Allentown, PA May 2021 – May 2022  
*IT Technician*

- Basic Active Directory user management, creating new users and providing resource access as needed.
- Support the theme park's wide array of technological solutions, including switches, PCs, TVs, IP cameras.
- Troubleshoot networking infrastructure to resolve outstanding issues, including Cisco and Aruba switches
- Provide quick response and resolution to all park employee help desk tickets.

## EDUCATION & CERTIFICATIONS

**PENN STATE UNIVERSITY, UNIVERSITY PARK** 2016-2020  
B. S. Biobehavioral Health

**AWS CSA - CERTIFIED SOLUTIONS ARCHITECT ASSOCIATE (CSA SAA) - ACTIVE, EXP. 2027**

**COMPTIA SECURITY+ - ACTIVE, EXP. 2027**

## INTERESTS & HOBBIES

- Run a small homelab environment to experiment with Kubernetes containerization, currently running a small 3 node setup hosting instances of Plex Server and Vaultwarden credential manager, managed via GitOps repo.
- Check out my 'about me' website: <https://www.rackus.org>