

Brian Wilson

Round Rock, Texas | 210-551-4263 | wilsonb311@gmail.com | linkedin.com/in/bwilson311

IT Operations Engineer | Infrastructure Automation | Systems and Network Operations

Hands-on infrastructure and automation engineer with 20+ years of experience supporting R&D and engineering environments. Builds reliable, repeatable systems across virtualization, networking, Linux, storage, CI/CD, monitoring, operational dashboards, and internal automation platforms. Progressed from desktop and network support through systems administration and infrastructure engineering to Technical Leader while remaining deeply involved in implementation, troubleshooting, documentation, and day-to-day operations.

CORE SKILLS

Infrastructure operations; R&D lab and engineering support; network troubleshooting; DNS/DHCP; Active Directory/LDAP; Linux and Windows; VMware vSphere/vCenter/ESXi; OpenNebula/KVM; Cisco UCS and networking; TrueNAS; AWS service integration; Python; Ansible; Bash; PowerShell/PowerCLI; Jenkins; Git/GitHub; Docker; Kubernetes; Helm; Django; FastAPI; PostgreSQL; Redis; CheckMK/Nagios; operational dashboards; ticket/chat automation; workflow automation; change management; technical documentation; capacity and lifecycle management.

PROFESSIONAL EXPERIENCE

Cisco | Austin, Texas | August 2010 - Present

Technical Leader | April 2018 - Present

- Lead and contribute hands-on to infrastructure automation and tooling for engineering teams developing and testing network security products.
- Operate and automate a global engineering platform spanning approximately 180 vCenters and 60,000 installed virtual machines, supporting more than 3,000 users.
- Build Python, Ansible, PowerShell/PowerCLI, and Jenkins automation for platform installation, configuration, upgrades, reporting, capacity management, lifecycle operations, and repeatable recovery.
- Built an internal infrastructure operations dashboard that correlates inventory, ownership, health, capacity, budget workflows, team views, SSO/profile data, network discovery, and configuration backup history so operators can act from a consistent source of truth.
- Built end-to-end deployment paths for VMware vSphere and OpenNebula/KVM test platforms used by R&D teams, standardizing system configuration and reducing manual setup.
- Developed a Kubernetes-hosted AI/workflow automation platform using Python/FastAPI, Helm, Jenkins, Redis, secure relay patterns, tool APIs, and ticket/chat integrations to turn recurring requests into guarded, auditable workflows.
- Implemented monitoring and operational integrations across CheckMK, Nagios, dashboards, alerts, and ticket workflows; document configuration, maintenance, and runbook procedures for global operators.
- Partner with DevOps, engineering, networking, and security teams to diagnose complex infrastructure failures and convert recurring operational work into reusable tooling.

Infrastructure Engineer V | November 2013 - April 2018

- Designed and supported standardized on-premises virtualization environments for Security engineering teams using Cisco infrastructure, VMware vSphere, Linux, storage, and network services.
- Established an automation-first delivery model using Python, Ansible, Jenkins, and PowerCLI to enforce configuration standards and create repeatable platform deployments and scheduled maintenance jobs.
- Designed an internal storage standard using Cisco hardware and TrueNAS, expanding usable capacity while reducing reliance on higher-cost proprietary storage and support.
- Managed infrastructure capacity, lifecycle, access, and operational support across large lab environments serving development and QA teams.

System Administrator III | October 2011 - November 2013

- Installed, configured, and maintained virtual infrastructure, Linux/Windows systems, shared services, storage, and lab networks used for product development and testing.
- Standardized lab infrastructure patterns and provided direct troubleshooting support to engineering teams across hardware, operating systems, virtualization, and network dependencies.

Lab Administrator, Contract | August 2010 - October 2011

- Supported software development and QA teams for IPS and firewall products, managing shared infrastructure, inventory, testbed configuration, and a lab of more than 100 racks.

ARA Diagnostic Imaging | Austin, Texas | August 2004 - December 2009

Network Engineer | August 2005 - December 2009

- Supported a Cisco-based enterprise network including routing and switching, VPN, firewalls, content switching, VoIP, and Unix/Linux systems in a healthcare environment.
- Diagnosed network and systems issues, implemented infrastructure changes, and supported projects requiring reliable connectivity across clinical locations.

Desktop Support Technician | August 2004 - August 2005

- Supported employee hardware, enterprise applications, and specialized radiology diagnostic workstations.

Additional Experience

Technical Helpdesk Senior Associate, ACS International | March 2010 - August 2010

Gold Technical Support Specialist, Dell | March 2004 - August 2004