Juan L Munoz // IT - INFRASTRUCTURE MANAGER

10+ YEARS OF EXPERIENCE

100+ SERVERS DEPLOYED

30K+ WORKED HOURS

300+ DEPLOYED NETWORK DEVICES

CURRENTLY
- ✓ Open to Work
- ✓ Open for Consulting
- ✓ Freelance Available

RESIDENCE
USA

CITIZENSHIP
USA

EMAIL
one@juanbyte.tech

PHONE NUMBER
+1(410)458-7863

LANGUAGES
English / Español

SOCIAL MEDIA
@juanbytedottech

WEBSITE
juanbyte.tech

// CORE TECHOLOGIES

- Windows Server 03/08/12/19/22/25
- MS Office 365 GCCH
- Epicor ERP
- SharePoint/OneDrive/Exchange
- Network Admin (UNIFI)
- CMMC
- VPN (OpenVPN)
- SQL Server
- Ubuntu Server
- Windows 7/10/11
- XCP-NG (Hypervisor)
- pfSense
- BeyondTrust
- CISCO DUO Admin
- OpenVAS
- CMMC 2.0
- 800-171

RESUME

///// FULL TIME EXPERIENCE

2022 - PRESENT

IT - INFRASTRUCTURE MANAGER
@ Products Support LLC - Vitesse Systems

- CMMC 2.0 (Cybersecurity Maturity Model Certification) Implementation
- Spearheaded the implementation of CMMC 2.0 standards across two sites, ensuring compliance with federal Cybersecurity requirements.
- Conducted gap analyses and readiness assessments to identify areas of non-compliance, creating actionable roadmaps to achieve certification objectives.
- Collaborated with cross-functional teams, including IT, compliance, and leadership, to establish, document, and enforce security controls aligned with CMMC 2.0 requirements.
- Implemented robust data protection mechanisms, including encryption, secure access controls, and monitoring tools, to meet certification criteria for Controlled Unclassified Information (CUI).
- Developed and maintained detailed documentation, such as System Security Plans (SSPs) and Plan of Actions and Milestones (POA&Ms), to demonstrate compliance readiness to auditors and managers.
- Established training programs and awareness campaigns to educate employees about CMMC requirements, ensuring organizational alignment with Cybersecurity objectives.
- Oversaw the deployment of automated tools and frameworks to continuously monitor, assess, and enhance compliance posture.
- Worked with external auditors and consultants to validate the effectiveness of implemented security controls and ensure seamless certification audits.

- Database Management
- Managed SQL Server operations, ensuring data integrity, performance optimization, and regular maintenance.
- Designed and implemented comprehensive backup strategies, including on-site and off-site solutions, to ensure data availability and recovery.
- Proactively monitored database systems to identify and resolve issues, minimizing downtime and ensuring system reliability.

- Epicor ERP System Administration
- Administered and optimized the Epicor 10 ERP system to streamline business processes and align with organizational objectives.
- Partnered with ERP consultants and internal managers to oversee successful implementations, upgrades, and ongoing system maintenance.

- Windows and Linux Server Management
- Administered Windows Server editions (2008, 2012, 2019, 2022, 2025) and Ubuntu Server environments, ensuring system security, reliability, and optimal performance.
- Managed Active Directory, RADIUS servers, and other Windows-based services to support seamless operations and scalability.
- Implemented robust server monitoring, troubleshooting, and patch management processes to prevent vulnerabilities and downtime.

- System Administration
- Designed, configured, and maintained system environments to ensure optimal performance, availability, and reliability across multiple sites.
- Administered a diverse range of operating systems, including Windows Server (2003, 2008, 2012, 2019, 2022, 2025) and Ubuntu Server, to support organizational infrastructure and application needs.
- Implemented robust backup and recovery solutions, automating processes to ensure seamless data restoration in case of hardware failure, cyberattacks, or other disasters.
- Conducted routine system updates, patching, and configuration management to address vulnerabilities and enhance system stability.
- Monitored system performance using advanced tools to proactively identify and resolve bottlenecks, minimizing downtime and optimizing resource allocation.

RESUME

2022 - PRESENT

IT - INFRASTRUCTURE MANAGER

@ Products Support LLC - Vitesse Systems

- Virtualization
- Leveraged XCP-NG as a hypervisor to design, deploy, and manage virtual machines and Docker clusters.
- Enhanced resource utilization and scalability to meet dynamic organizational needs and growth demands.
- Collaborated with managers to virtualize critical workloads and streamline application deployments.

- Security Administration
- Implemented comprehensive security measures to protect organizational assets, including regular vulnerability assessments and patch management processes using tools such as Tenable.
- Developed and enforced access control policies, ensuring the principle of least privilege across systems and applications to mitigate unauthorized access risks.
- Spearheaded the deployment and management of building security systems, including surveillance cameras and access control mechanisms, to ensure physical security across multiple sites.

- Office 365 Administration
- Administered MS Office 365 GCC/GCCH, including SharePoint, OneDrive, Exchange, PowerApps, and other tools, to drive collaboration and productivity.
- Streamlined user access, permissions, and configurations to maintain system integrity and compliance.
- Provided training and support for Office 365 applications to enhance user adoption and efficiency.

- Network Administration
- Continued the implementation, and maintained secure network infrastructure (pfSense and UNIFI), including VPN solutions with OpenVPN, ensuring efficient connectivity.
- Conducted network assessments to identify and address performance bottlenecks and security vulnerabilities.
- Established monitoring protocols to proactively manage network performance and troubleshoot connectivity issues.

RESUME

2019 - 2022

IT MANAGER

@ Products Support Inc

- NIST 800-171 Implementation
- Conducted an initial assessment of the organization's current security posture to identify gaps between existing controls and NIST 800-171 standards.
- Initiated the development of a Plan of Action and Milestones (POAM) to align organizational practices with NIST 800-171 requirements for safeguarding Controlled Unclassified Information (CUI).
- Collaborated with cross-functional teams, managers and external consultants, to define the scope and objectives of compliance efforts.
- Documented findings from security assessments, including system vulnerabilities, procedural deficiencies, and non-compliant practices, for inclusion in the POAM.
- Established prioritized milestones for remediating gaps, focusing on high-risk areas such as access controls, networking, encryption and system monitoring.
- Developed a timeline for implementing corrective actions, balancing compliance requirements with operational constraints and budget considerations.
- Implemented foundational security controls to address immediate vulnerabilities, including multi-factor authentication, role-based access control, and secure communication channels.
- Coordinated the creation of detailed policies and procedures for handling CUI, ensuring alignment with NIST 800-171 guidelines.
- Provided training and awareness programs to educate staff on compliance requirements, emphasizing the importance of safeguarding CUI.
- Established a continuous improvement process to monitor progress toward compliance milestones and adapt the POAM as organizational needs evolved.

RESUME

2019 - 2022

IT MANAGER
@ Products Support Inc

- Virtualization
• Migrated from VMware to XCP-ng hypervisor to reduce costs and improve performance on legacy servers.
• Collaborated with managers to virtualize critical workloads, enhancing application deployment efficiency.

- Google Workspace to Office 365 Migration and Administration
• Successfully migrated the organization's email platform from Google Workspace to Office 365 GCC to meet compliance requirements.
• Administered Microsoft Office 365 GCC/GCCH, including SharePoint, OneDrive, Exchange, PowerApps, and other tools, driving collaboration and productivity.
• Migrated on-premises file servers to SharePoint and OneDrive.
• Transitioned dashboards from legacy Access databases to Microsoft Lists and PowerApps.
• Configured and maintained backup processes from GCC to on-premises environments.

- Database Management
• Managed SQL Server operations, ensuring data integrity, performance optimization, and regular maintenance.
• Designed and implemented comprehensive backup strategies with both on-site and off-site solutions to ensure data availability and recovery.
• Proactively monitored database systems, resolving issues to minimize downtime and ensure reliability.

- Epicor ERP System Administration
• Managed the upgrade from Epicor 9 to Epicor 10 in collaboration with Epicor Support.
• Migrated Epicor 10 to Epicor Gov Cloud at team lead requests to save local resources and later transitioned back to on-premises due to customization limitations.
• Collaborated with team members and contractors to migrate customizations from Epicor 9 to the upgraded platform.

- Windows and Linux Server Management
• Upgraded legacy Windows servers (2003/2008/2012) to Windows Server 2019 and early deployment of 2022.
• Integrated Linux servers into the infrastructure, reducing licensing costs and moving 40% of services and monitoring tools to Ubuntu, Debian, and Docker (Rancher) clusters.
• Implemented OpenLDAP and OpenSSL for centralized credential management across network equipment and services.

- System Administration
• Led the migration of 100+ devices from EOL Windows 7 to Windows 10/11 based on software compatibility.
• Administered diverse operating systems, including Windows Server (2008, 2012, 2019, 2022) and Ubuntu Server, to support organizational infrastructure.
• Automated robust backup and recovery solutions, ensuring seamless data restoration in case of disasters or failures.
• Conducted system updates, patching, and configuration management to enhance stability and security.
• Monitored system performance using advanced tools to proactively identify and resolve bottlenecks.
• Migrated legacy phone systems to modern VoIP solutions and developed comprehensive employee training materials.

- Security Administration
• Implemented advanced security measures, including regular vulnerability assessments and patch management with tools like OpenVAS.
• Designed and executed a physical security plan, deploying cameras and LDAP-integrated access controls, and provided HR with employee training materials.
• Deployed DUO Federal for multi-factor authentication across servers (Windows and Linux) and end-user systems.

- Network Administration
• Replaced legacy network infrastructure (SonicWall and Dell switches) with modern solutions, including pfSense firewalls, TNSR, and UniFi switches/APs.
• Designed, implemented, and maintained a secure network infrastructure, incorporating VPN solutions with OpenVPN and OpenSSL.
• Conducted network assessments to address performance bottlenecks and security vulnerabilities.
• Established proactive monitoring protocols to manage network performance and troubleshoot connectivity issues effectively.

RESUME
///// PART TIME EXPERIENCE

2009 - 2015

IT SYSTEMS ADMINISTRATOR LEVEL 1, 2 & 3
@ Mundo Print Media (Baltimore Latin News Paper)

- End-User Support
· Provided advanced technical support for end-users via a self-developed ticket platform and then Zendesk, ensuring prompt and effective resolution of hardware, software, and network issues.
· Designed and maintained an internal knowledge base to empower users to troubleshoot common issues independently in both Spanish and English.
· Analyzed support tickets to identify trends and develop proactive solutions, reducing recurring issues.
· Assisted with onboarding new employees, including device setup, account creation, and IT orientation.
· Delivered training sessions and created guides to help end-users navigate new systems, tools, and software.

- Cloud and On-Premises Integration
· Migrate on-premises workloads to cloud platforms while maintaining hybrid integration where necessary.
· Manage the implementation of scripts and workflows to synchronize on-premises and cloud resources.

- Azure Administration
· Migrated Linode workloads to Azure while maintaining hybrid integration where necessary.
· Manage and planned new workloads and resources in our new Azure instance.
· Migrated local mail server to Gmail Workspace and later transitioned to Office 365.

- Disaster Recovery and Backup
· Design and implement disaster recovery plans for critical systems and applications.
· Implemented and manage Acronis Backup and Recovery.

- Team Collaboration and Leadership
· Mentor junior IT staff, providing guidance on system administration best practices and troubleshooting.
· Serve as an escalation point for complex IT issues, ensuring timely resolution.

- Documentation and Reporting
· Maintain detailed documentation of IT infrastructure, configurations, and procedures.
· Generate reports on system performance, security incidents, and project status for management.
· Develop and maintain user training materials to support system changes and new implementations.

- System Administration
· Administer all Linux server environments, ensuring optimal performance, security, and uptime.
· Lead operating system migrations and upgrades, including transitioning from legacy systems to current platforms.
· Ensure comprehensive patch management to address vulnerabilities and enhance system stability.

RESUME
///// COURSES / CERTIFICATIONS / ASSESMENTS

@ LinkedIn Learning

· **Windows Server 2022 First Look** (View Cert)
- November 28, 2022

· **Windows Server 2022: Implementing GPO** (View Cert)
- November 28, 2022

· **Python Quick Start** (View Cert)
- November 24, 2022

· **Deploying Azure Active Directory** (View Cert)
- April 10, 2022

· **Microsoft Azure: Active Directory** (View Cert)
- April 10, 2022

· **Microsoft Azure Fundamentals (AZ-900)** (View Cert)
- April 10, 2022

· **Planning a Microsoft Cloud Solution** (View Cert)
- April 9, 2022

· **Raspberry Pi: GPIO** (View Cert)
- April 10, 2022

VISIT MY WEBSITE
///// HTTPS://JUANBYTE.TECH

REFERENCES

///// WHAT PEOPLE SAY ABOUT ME

///// VIEW ALL RECOMMENDATIONS

Jennifer (Wiley) Holmes // Chief Operations Officer [COO]
@ Products Support Inc.

Juan is without a doubt one of the best IT people I have ever had the pleasure to work with. He takes the time to research, properly implement and train the end user on every project. He has created a synergetic system on a budget completely from scratch. His ability to adapt plans and address issues is impressive. He always takes the time to sit and explain how the systems work and helps customize it to the user based in their comfort level with technology. Extremely knowledgeable on IT, CMMC, security and building infrastructure. He is an absolutely wonderful person to work with.

Matt Holmes // Engineer and Project Management [PM]
@ Products Support Inc.

Working with Juan was a pleasure, during some very difficult times at work from rolling out NIST policies and stan-dards, implementing an ERP rebuild to building an new IT infrastructure. We spent many hours late into the night to ensure the business would be back up and running. He continuously worked to not only improve the performance of the system but was always thinking about providing a cost effective solution that wouldn't hinder the end user experience. He took time to understand how different end users were going to interact with the IT infrastructure and didn't offer a one size fits all solution; it was a solution that had highest probability of achieving the desired end result.

Amongst growing security concerns I was always impressed with his ability to stay on top of trending threats and stay current with IT solutions. Above and beyond staying on top of the threats, there were several instances where he ac-tively implemented a fix before the "IT community" had a common place solution. That diligence proved itself as we monitored incoming attacks and exploit attempts for that very fix and saved the company tons of money in potential ransomware downtime/fees/payments to recover data.

Michael Martinec // Chief Executive Officer [CEO]
@ Products Support Inc.

Juan always comes up with innovative solutions to solve any IT problem. He does consistently high quality work and makes himself available whenever needed. Highly recommend!