

Alvin Dancy

Infrastructure Engineer | Terraform • Docker • Linux • AWS • CI/CD

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Summary

Systems and infrastructure professional with experience across commercial IT, government contracting, and academic environments. Core stack: Terraform, Ansible, Docker, Kubernetes, Python, Bash, AWS, vSphere, Prometheus, and Grafana. Track record of cutting deployment time, improving reliability, and replacing manual work with automation.

Authorized to work in the US for any employer

Work experience

IT Support Specialist

Converge Technology Services • Panama City, FL

September 2025 to February 2026

- Resolved tier 1 and tier 2 help desk tickets remotely via NinjaOne and on site, covering endpoint and user issues across the organization.
- Rebuilt the WDS/MDT imaging pipeline, cutting workstation deployment time and standardizing builds across the fleet.
- Administered Microsoft Teams, M365 Admin Center, and Active Directory in an enterprise environment.
- Managed phone systems across Webex, Cisco, and RingCentral platforms.
- Supported IBM AS/400 systems as part of day-to-day operations.
- Managed endpoint security with SentinelOne and Check Point.
- Maintained uptime for remote users via FortiClient VPN.

Network/Systems Administrator II

GovCIO (Contract) • Colorado Springs, CO

January 2025 to May 2025

- Managed the CyberCity ICS/SCADA training environment for the USAFA computer science department, supporting hands-on cyber operations coursework.
- Administered Linux and Windows systems across vSphere hypervisor infrastructure, managing VMs for student and instructor lab environments.
- Provisioned and configured infrastructure using Terraform and Ansible, cutting manual setup time.
- Deployed and maintained Docker-based environments and Ceph storage for the training range.
- Managed SDN infrastructure using Omada/TP-Link and administered OpenVPN for secure remote access.
- Tested and validated APIs using Postman across lab services.
- Managed DNS, DHCP, and VLANs across lab network infrastructure.
- Maintained uptime across mixed Linux and Windows Server environments.

Major Enterprise Incident Manager

Xcelocloud • Remote

August 2023 to December 2024

- Led resolution of critical cloud incidents across Azure, O365, AWS, and hybrid infrastructures.
- Maintained SLA compliance for enterprise support contracts serving a large user base.
- Served as primary escalation authority for high-impact incidents, coordinating Engineering, Product, Sales, and Customer Success teams.
- Delivered real-time stakeholder communications during service disruptions.
- Owned vendor and Azure project-level escalations, driving root cause remediation and milestone readiness.
- Conducted post-incident root cause analysis, cutting recurring incidents and average resolution time.
- Built a standardized escalation process with templates and severity tiers, cutting response time for high -priority incidents.
- Partnered with problem management to implement fixes for high-frequency incident patterns.
- Improved incident resolution time through structured prioritization and cross-team workflows.

Systems Administrator (Senior)

United States Air Force • Minot AFB, ND

February 2016 to March 2023

- Administered a large number of networks, systems, and users in a mission-critical environment.
 - Built a custom imaging solution that cut setup time and reduced vendor reliance.
 - Led a two-site WAN migration that improved uptime and passed all compliance audits.
 - Led the response to a network outage affecting flight operations, contributing to a unit award.
 - Supported multiple operational networks and a large volume of Active Directory accounts in high -security environments.
 - Led an IT team, improving ticket workflows and shift handoffs to cut resolution time.
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Education

Information Technology (B.S.)

Community College of the Air Force • Remote

High School Diploma

Rutherford High School • Panama City, FL

Associate's degree

Skills

VoIP administration

Customer support

Webex

Desktop (troubleshooting support)

Communication skills

RingCentral

Cisco

Operating systems

Routing

Software deployment

Computer operation

Cloud monitoring

DevOps

DoD experience

Group Policy

CentOS

Azure

TCP

Firewall

DNS

Citrix

Python

Terraform

macOS

IT

Azure AD

PowerShell

Linux administration

DHCP

AWS

IAT

YAML

VMware

TCP/IP

Customer communication

Amazon ECS

Non-technical user support

GitLab

monitoring and observability

Docker

AWS Secrets Manager

Linux support

VLANs

Microsoft Outlook

Amazon EC2

Microsoft 365

M365 Admin Center

Vulnerability management

APIs

Active Directory

DoD 8570

Desktop administration

Cloud security

Serverless cloud services

Confluence

Software troubleshooting

Process management

Windows Server administration

Docker Swarm

Postman

System deployment

Microsoft 365 proficiency

Cloud service support

CRM software

Computer science

Computer skills

JAMF Pro

Amazon VPC

AWS IAM

Virtual Private Clouds

Exchange Online

Prometheus

Meraki

Security Hardening

Check Point

SQL

Windows Remote Desktop

IAT Level II

DevOps automation

Computer management

Teamwork

Azure Virtual Machines

Jenkins

Remote desktop tools

Shell Scripting

SentinelOne

Intune

Endpoint Management

Developer tools

Debian

Customer service

Ceph

Identity & access management

High availability

Incident response implementation

Kubernetes

Git

Application deployment

System administration

Access control management

SDN (Omada/TP-Link)

Microsoft Excel

Windows

GPO

Systems engineering

Microsoft Windows Server

CompTIA Security+

SSL

Incident response

Bash

RBAC

Containerization systems

Nagios

Desktop applications

ArgoCD

vSphere

IT infrastructure

IT user and group management

Analysis skills

Program management

Splunk

Ansible

ServiceNow

SRE

RMF

GitHub

Cloud automation

LDAP

Grafana

Subnetting

CI/CD

IPsec

Check Point Monitoring & Observability: Prometheus

Scripting

Ubuntu

VPN

Remote access software

Languages

English

Links

<http://linkedin.com/in/alvin-dancy-b916751b5>

<https://github.com/alvinmdancy>

Awards

Group Operations Support Professional

2020

Global Strike Intelligence, Reconnaissance, Surveillance Contributor

2020

Each year, the Air Force honors outstanding performance in Intelligence, Surveillance and Reconnaissance (ISR) missions and exceptional contributions to the field of ISR through the Air Force Intelligence, Surveillance, and Reconnaissance Awards Program (AFISRAP). This program enhances existing Air Force, Organization, and Intelligence Community recognition programs by distinguishing the "Best of the Best" ISR members and units operating across the globe

Global Strike Information Dominance

2020

The Air Force-level awards recognize Air Force officers, enlisted, federal civilian employees, teams and units for sustained superior performance while providing information dominance and cyber space support to Air Force or Defense Department missions and operations.

Omaha Trophy

2019

The Omaha Trophy is awarded to the best of the best in executing strategic deterrence. The Omaha Trophy is awarded to the best of the best in executing strategic deterrence.

Certifications

IAT Level II

IAT

CompTIA Network+

CompTIA Security+

JAMF Pro Tech

April 2027

CompTIA A+ Certification

Driver's License

CompTIA A+

Additional information

DevOps Projects -

Lion's Eye — AI-Powered IT Skills Platform

github.com/alvinmdancy/Lions-Eye

- Built a self-hosted full-stack web app using React, Vite, and Tailwind CSS for the frontend and a self-hosted Supabase stack (PostgreSQL, Auth, Edge Functions) for the backend.
- Deployed the full infrastructure using Docker Compose and exposed it over Tailscale for secure remote access.
- Implemented an AI proxy via a Supabase Deno Edge Function to route requests to the Anthropic API without exposing keys to the client.
- Designed a multi-feature app with study session management, a skill progression roadmap, a personal resource library, and an achievement system backed by a PostgreSQL schema with row-level security.

BookStack Portable Deployment Platform

github.com/alvinmdancy/Bookstack

- Built one-command deployment scripts for Windows and Linux using Docker Compose with MariaDB and bind-mounted persistent storage.
- Implemented Git-based versioning with branching, tagging, and rollback procedures for configuration tracking.
- Built SQL-based backup and restore automation for disaster recovery, portable across machines with minimal setup.

AWS Uptime Monitor

github.com/alvinmdancy/uptime-monitor

- Built and deployed a containerized FastAPI uptime monitoring service to AWS ECS Fargate using Docker and Amazon ECR.
- Wrote an ECS task definition and IAM trust policy to configure the Fargate runtime environment and permissions.
- Built a single-page dashboard for checking HTTP status across multiple targets in real time.

Python CI Lab

github.com/alvinmdancy/python-ci-lab

- Built a FastAPI service with automated testing (pytest), static analysis (flake8), and a GitHub Actions CI pipeline that runs on every push and pull request.
- Configured isolated Python environments and locked dependencies via requirements.txt for reproducible builds.

Log Rotation & Cleanup

github.com/alvinmdancy/Log-rotation-auto-update

- Wrote a configurable Bash script to archive and compress log files older than a specified retention period, with audit logging for each run.

EKS GitOps Platform

github.com/alvinmdancy/eks-platform

- Built a production-style Kubernetes platform on AWS EKS using modular Terraform for reusable VPC and cluster provisioning across environments.
- Implemented GitOps-based application delivery with ArgoCD, enabling automated synchronization, drift detection, and self-healing cluster state management from Git repositories.
- Built a CI validation pipeline with GitHub Actions to run Terraform formatting and validation checks on every push for infrastructure consistency and code quality.
- Deployed a full observability stack using kube-prometheus-stack with Prometheus and Grafana, including version-controlled dashboard exports committed directly to the repository.
- Designed the platform with cost-conscious infrastructure decisions including a single NAT gateway, minimal node sizing, and documented full destroy/rebuild workflows for repeatable lab environments.