

# Arturo Unguez

Supervisor of Systems Administration

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## Summary

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Strategic Infrastructure Leader with over 15 years of experience in Linux administration, cloud orchestration, and team management. Proven track record architecting high-availability Kubernetes environments and migrating complex legacy systems to modern containerized infrastructure. Expert in IaC, observability, security, and SRE team leadership.

## Core Skills

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**Cloud & IaC:** Terraform, Ansible, Semaphore, AWS (VPC/EC2/IAM), GCP, multi-cloud peering

**Containers & Orchestration:** Kubernetes (k3s/Rancher), Docker, Proxmox + Ceph, VMware (~200 VMs), OpenVZ/LXC

**Observability:** Grafana, Loki, Tempo, Mimir (LGTM), self-hosted Dynatrace, Nagios/SNMP

**Security & Networking:** Cloudflare WAF/CDN, Palo Alto Firewalls, Wazuh SIEM, PKI (StepCA/cfssl), Certbot

**Services & Streaming:** NGINX, Citrix ADC, WebRTC, Wowza Streaming Engine, Redis, MySQL, GitLab

**AI & Leadership:** Claude Code, Gemini API, SRE team supervision, sprint planning, technical mentorship

## Experience

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### Hypermedia Systems

*Supervisor of Systems Administration*

June 2018 – Present · El Segundo, CA

- Led full-scale migration from Docker Swarm to HA Kubernetes (k3s/Rancher), containerizing GitLab, Grafana, and NGINX proxies
- Architected multi-cloud (AWS/GCP) environments with Terraform managing VPC peering, subnets, and security groups
- Managed 190+ Cloudflare DNS records with WAF and CDN workers for network performance and security
- Built enterprise observability platform with self-hosted Dynatrace and LGTM stack for distributed tracing and alerting
- Automated SSL/TLS lifecycle with custom PKI (cfssl/StepCA) and Kubernetes cronjobs on Citrix ADC load balancers
- Deployed Wazuh SIEM and managed Palo Alto Firewalls; maintained VMware cluster (~200 VMs) and Proxmox/Ceph cluster
- Modernized production streaming from legacy Flash to WebRTC using Wowza Streaming Engine
- Integrated Claude Code and Gemini API into SRE workflows to accelerate root-cause analysis and script development

### Fonality

*Manager of System Administration*

April 2016 – June 2018

- Managed global Proxmox virtualization clusters with NetApp SAN, Ceph storage, and OpenVZ/LXC containerization
- Directed production release cycles (twice weekly) and led complex MySQL database troubleshooting
- Resolved infrastructure issues for multi-tenant VoIP/SaaS environments; managed Asterisk, SIP proxies, and VPN tunnels
- Engineered HA storage with dual-controller NetApp SAN shelves

### Fonality

*Senior System Administrator*

April 2013 – April 2016

- Administered multi-tenant VoIP servers (Linux, Asterisk, IPtables, NTP, VPN) ensuring uninterrupted client service

- Maintained Nagios, SNMP, NFS, NetApp, load balancers, MySQL, LVM, DRBD, RAID, SMTP, iDRAC, and MegaCli systems

## **6th Street Consulting**

*IT Consultant*

July 2010 – January 2012 · Redondo Beach, CA

- Managed Microsoft server environments (AD, DNS, DHCP, Exchange, Forefront TMG, WSUS) and SMB firewalls (Sonicwall, Netgear)
- Administered backups (Backup Exec, CrashPlan) and endpoint protection (Symantec); supported VoIP and remote users

## **Certifications**

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- Generative AI Leader Certification
- Trailblazer Technical Practitioner
- CompTIA A+ Certification
- Observability Signals Foundations Navigator

## **Education**

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### **University of California, Berkeley**

*Bachelor's Degree, Economics*

1998 – 2002