

# FERNANDO JOSÉ FRÍAS NÚÑEZ

SYSTEM ADMINISTRATOR | INFRASTRUCTURE ENGINEER | DEV OPS PATH  
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## PROFILE

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Infrastructure-focused Systems Engineer with hands-on experience supporting Linux servers, virtualization platforms, networking environments, and VoIP systems in production. Strong background in L2 infrastructure support, incident response, root cause analysis, and operational stability across on-premise and hybrid environments.

Experienced with Proxmox and VMware, containerized environments using Docker and Docker Compose, and core networking services including DNS, DHCP, firewalls, and routing. Actively developing skills in DevOps practices, CI/CD pipelines, Kubernetes, Git-based workflows, and cloud infrastructure with Microsoft Azure and AWS, with a strong focus on reliability, uptime, and well-documented systems.

## WORK EXPERIENCE

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### NADSERV

Advanced Support Engineer / Infrastructure Support

**Dominican Republic (Hybrid)**

*Jun 2025 – Feb 2026*

**Summary:** NADSERV is a Managed Service Provider (MSP) delivering IT services, infrastructure management, networking, and VoIP solutions to enterprise, healthcare, and government clients across multiple industries.

- Provided **L2/L3 infrastructure support** for multiple external clients, ensuring high availability and operational continuity across Linux, Windows, virtualization, networking, and VoIP environments.
- Administered and maintained **Linux servers (Ubuntu, Debian)** and **Windows Server** environments, focusing on uptime, stability, monitoring, and incident response.
- Managed **virtualized infrastructures using Proxmox and VMware**, including VM provisioning, migrations, performance troubleshooting, and capacity management.
- Designed, implemented, and troubleshoot **enterprise networking solutions**, including VLANs, routing, switching, firewall rules, and VPN connectivity across **Cisco, Fortinet, and HP Aruba** environments.
- Implemented and maintained **VPN solutions using OpenVPN and WireGuard**, enabling secure remote infrastructure management and client access.
- Provided operational support for **VoIP platforms (Asterisk, Issabel, SIP)**, resolving service outages, call quality issues, and configuration problems.
- Performed **on-site infrastructure assessments and technical evaluations** for prospective clients, supporting infrastructure redesign and improvement initiatives.
- Designed, implemented, and monitored **backup strategies** for client infrastructures, ensuring data integrity, availability, and disaster recovery readiness.
- Responded to and resolved frequent infrastructure incidents, including service outages, network failures, disk capacity issues, VPN disruptions, and firewall misconfigurations.

## Key Improvements & Achievements:

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- Implemented a **centralized remote infrastructure management solution (MDM-style platform)**, replacing fragmented AnyDesk/VNC access, significantly reducing licensing costs and improving operational efficiency.
- Stabilized recurring **LAN and Wi-Fi network failures** and **Services issues** across high-value clients, including hospitals, large enterprises, and government organizations, improving reliability and day-to-day operations.
- Improved **incident response procedures and support workflows**, reducing resolution times and enhancing customer experience.
- Contributed to a more structured and proactive infrastructure support model focused on prevention rather than reactive firefighting.

**Techstack:** Linux (Ubuntu, Debian), Windows Server, Proxmox, VMware, Docker, Docker Compose, Cisco Networking, Fortinet Firewalls, HP Aruba, VLANs, Routing, Switching, DNS, DHCP, TFTP, OpenVPN, WireGuard, Asterisk, Issabel, SIP, Samba, Samba AD, Veeam, SecureCRT, cPanel, Office 365, Entra ID (Azure AD), Print Servers, Monitoring & Logs, CheckMK, Observium, Icinga, Zabbix, Unifi, HIKVISION.

### Repsap International

IT Systems Consultant / Infrastructure Consultant

### Dominican Republic (Hybrid)

Oct 2021 - Actually

**Summary:** REPSAP International is a financial consulting firm providing advisory services to high-value enterprises, corporate organizations, and government institutions across the Dominican Republic.

- Led the **design and implementation of server and network infrastructures** for the business, focusing on stability, security, and scalability.
- Provided **technical consulting and architectural guidance** for infrastructure modernization projects, supporting informed technical and purchasing decisions.
- Designed, analyzed, and documented **on-premise infrastructure environments**, delivering structured post-implementation support and long-term maintenance.
- Implemented and optimized **server environments using Linux and Windows**, improving reliability and operational consistency.
- Implemented **centralized Active Directory domain environments**, improving identity management, access control, and device administration.
- Designed and deployed **monitoring and alerting solutions (Checkmk)**, enabling proactive detection of infrastructure issues.
- Supported infrastructure **migrations and optimization initiatives**, modernizing legacy environments and improving overall performance.

## Key Improvements & Achievements:

- Stabilized previously unstable infrastructures by redesigning network topology and server configurations.
- Reduced operational and security risks by implementing proper network segmentation, firewall rules, monitoring, and backup policies.
- Modernized client infrastructures, enabling more reliable operations and long-term scalability.
- Acted as a trusted technical advisor, helping clients make informed infrastructure and technology investment decisions.

**Techstack:** Linux, Windows Server, Firewalls, Routers, Switches, UniFi Networking, DNS, DHCP, Checkmk Monitoring, Backup Solutions, Network Segmentation, Infrastructure Documentation

**Summary:** VoiceTeam is a Business Process Outsourcing (BPO) and call center organization operating high-availability VoIP and networking environments to support large-scale agent operations.

- Provided **IT systems and operational support** for on-site call center environments, supporting hundreds of agents across voice and data platforms.
- Delivered day-to-day **technical support to agents and internal teams**, ensuring service continuity and minimal disruption to operations.
- Supported and troubleshooted **VoIP infrastructures (Asterisk, Issabel PBX, softphones, VICIDial)**, resolving call quality issues, audio failures, queue outages, and service degradation.
- Supported **Linux and Windows server environments**, contributing to infrastructure stability and service availability.
- Managed **Active Directory environments**, supporting user access, endpoint administration, and authentication services.
- Performed **inventory management and endpoint lifecycle support**, ensuring accurate tracking and readiness of equipment.
- Participated in the **deployment of new Linux servers and hypervisors**, supporting infrastructure expansion and modernization.
- Assisted in the deployment and operation of **SIEM solutions**, contributing to improved monitoring and security visibility.
- Administered **Zimbra email systems** used for internal administrative communication.

#### Key Improvements & Achievements:

- Improved overall **agent experience** by reducing recurring VoIP and network-related issues.
- Reduced operational downtime through faster incident resolution and proactive troubleshooting.
- Contributed to improved **platform stability and scalability** in a high-demand call center environment.

**Techstack:** Linux, Windows Server, Networking Switches, Asterisk, SIP, PBX, VoIP Systems, Active Directory, Zimbra, SIEM, Monitoring & Logs, Endpoint Management

#### STACK & SKILLS

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**Development:** HTML, CSS, Javascript, VueJS, PHP, Laravel, IONIC, C#, Python, NodeJS.

**Databases:** MySQL, PostgreSQL, SQL Server.

**Additional tools:** Bash, Git, GitHub, Windows Server, Powershell, VBS, Linux, Debian, Ubuntu, Docker, Docker-Compose, Kubernetes, Cisco IOS, Fortinet, Vmware, Proxmox, Wireguard, OPENVPN, Truenas, Openmediavault, n8n, Kali Linux, Veeam.

**Cloud technologies:** Azure DevOps, Terraform, Docker, Docker Compose, Kubernetes, Ansible.

#### EDUCATION

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**Universidad Abierta Para Adultos (UAPA)**

Bachelor's Degree – Software Engineering

**Juan XXIII / Centro Cristiano de Enseñanza (CCE)**

Secondary Education

#### CERTIFICATION & TRAINING

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**English Language Program – New York Center Language Institute**

**Python Programming – CISCO (Centenaria)**

**Optical Fiber Fundamentals – INFOTEP**

## LANGUAGES

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**English:** Professional Working Proficiency

**Spanish:** Native

## Additional Information

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- Strong interest in DevOps, Infrastructure as Code, and Cloud Engineering
- Actively building hands-on labs with **Docker, Kubernetes, CI/CD pipelines, and Linux automation**
- Open to structured on-call rotations and process-driven environments