

# EMMANUEL KARDARAS

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CLOUD SUPPORT PROFESSIONAL | AZURE • AWS • GCP

## SUMMARY OF QUALIFICATIONS

- Skilled IT Professional with extensive experience in system administration, network troubleshooting, and cloud infrastructure management within the entertainment and financial industries, ensuring robust and reliable enterprise environments.
- Tech-savvy with expertise in Linux and Windows systems, virtualization platforms (Hyper-V, ProxMox), and scripting languages (Python, Bash) for efficient system automation and management.
- **Lifelong learner who maintains** a home lab to continuously enhance IT skills, demonstrating a proactive commitment to professional development.
- Strong educational background with a Bachelor's degree in Technology. Currently pursuing Microsoft Azure certifications (AZ-900, AZ-104) to formalize hands-on cloud infrastructure experience.
- Collaborative with proven experience in supporting cross functional teams **and** delivering dependable systems and exceptional user support.
- Demonstrated excellent communication skills in explaining complex technical concepts in common language, facilitating workshops, and mentoring team members.

## TECHNICAL SKILLS

|                           |                                                                          |
|---------------------------|--------------------------------------------------------------------------|
| <b>Scripting</b>          | Python, Bash, R, JavaScript/Node.js and Powershell                       |
| <b>Linux Distros</b>      | Debian, Ubuntu, CentOS, Fedora, Arch Linux                               |
| <b>Virtualization</b>     | Hyper-V, VMware, QEMU/KVM, ESX, ProxMox                                  |
| <b>Cloud Platforms</b>    | Azure (Static Web Apps, Virtual Machines, Entra ID), AWS, Google Cloud   |
| <b>Windows Ser.</b>       | Active Directory, Domain Controller, DNS/DHCP, LDS, Certificate Services |
| <b>Cloud &amp; DevOps</b> | GitHub Actions (CI/CD), Docker, Zabbix, pfSense, Cloudflare DNS/SSL      |

## PROFESSIONAL EXPERIENCE

### Freelance Web & Cloud Deployment — Client Project (2026)

- Designed and deployed a production static website on Azure Static Web Apps, implementing a full CI/CD pipeline via GitHub Actions for automated deployment on every push to main
- Configured DNS, SSL/TLS termination, and CDN routing through Cloudflare for a custom domain
- Integrated third-party API (Formspree) for transactional form handling with spam protection
- Delivered complete cloud infrastructure at zero hosting cost using free-tier services across Azure, GitHub, and Cloudflare

### Today's Taxi – IT Specialist and Technician Volunteer, Newmarket ON

June 2025 – November 2025

- Led the full decommissioning of faulty legacy dispatch software (early 2000s system) and orchestrated a smooth transition to a modern cloud-based dispatch platform.
- Managed the end-to-end migration from on-premises legacy infrastructure to a scalable cloud dispatch system, significantly improving reliability and reducing system downtime.
- Consolidated hardware from multiple outdated machines to a single master server PC while overseeing the cloud transition, streamlining operations and maintenance.

- Provided technical support and troubleshooting for dispatch software users during the migration to ensure uninterrupted fleet operations.

#### **Home IT Lab – IT and Network Testing**

May 2022 – Feb 2026

- Operate a personal lab with Hyper-V, Proxmox, and Linux/Windows servers to simulate enterprise environments, configure networks, and deploy cloud services (AWS, Azure).
- Automate system tasks with Python and Bash scripts, improving efficiency and troubleshooting skills for IT support roles.
- Deployed Zabbix on a Proxmox-based home lab to monitor system performance and network traffic across pfSense firewall, TrueNAS storage server, and Debian game server.

#### **Sabbatical - Personal Growth and Career Re-evaluation**

Feb 2023 – Feb 2026

- Developed cloud and networking skills through self-study toward Microsoft Azure certifications and hands-on practice in a home lab environment.
- Dedicated time to personal growth, including international travel to the Netherlands, skill-building in Python scripting for automation, and volunteer work mentoring individuals in IT fundamentals in peer groups.
- Toured cities including Amsterdam and Eindhoven to broaden cultural and professional perspectives, enhancing adaptability, cross-cultural communication, and problem-solving skills.

#### **Render Farm Technician - Yowza! Animations, Toronto ON**

Sep 2020 – Feb 2023

- Managed a heterogeneous computing environment, optimizing 50+ rendering nodes to ensure 98% uptime for animation projects.
- Troubleshoot network and server issues, resolving 90% of incidents within 3 hours, enhancing production efficiency.
- Provided technical support to 30+ production staff, streamlining workflows and reducing ticket resolution time by 20%.
- Conducted weekly performance analytics, identifying bottlenecks that improved system throughput by 15%.
- Secured systems against potential threats, implementing SIEM monitoring to detect 5+ anomalies monthly.

#### **Co-op Information Security Analyst | CIBC, Toronto ON**

Jan 2020 – Aug 2020

- Performed user-acceptance testing for Identity Access Management (IAM) tools, securing access for 11+ enterprise applications.
- Analyzed identity data with SailPoint allAccess, resolving 6+ access discrepancies to enforce compliance.
- Updated IT documentation, reducing onboarding time for 5+ applications by 30% through standardized processes.
- Migrated legacy applications to modern platforms, improving system performance and security for 10+ users.

#### **Scheduling Manager Assistant - Torcon Security Service Inc., Toronto ON**

May 2015 – Feb 2019

- Responsibilities included signing on applicants and scheduling employees to their work sites
- Maintained office network infrastructure, reducing downtime by 35% through proactive troubleshooting and upgrades.
- Supported 30+ staff with technical issues, achieving 85% first-call resolution rate, improving operational efficiency.

### **Community Engagement and Extra Curriculum Activities**

#### **Mentor Discover Inspire**

Jan 2024 – Dec 2025

- Mentored peers overcoming challenges, fostering teamwork and empathy in a supportive environment.
- Led team-sized seminars on IT and cybersecurity basics for non-technical men, explaining concepts like secure passwords and network safety, improving participants' digital literacy.
- Organized charity runs for homeless support and mental health campaigns, demonstrating leadership and communication skills for IT collaboration.

### **Education**

4-Year Bachelor of Technology – Informatics and Security  
Seneca College & York University, Toronto, ON

Feb 2021

- Specialized in system administration, network management, and virtualization through hands-on labs and coursework.
- Utilizing a home-made technical lab to test and deploy virtualized network services via Hyper-V

### **Certification**

- Technical Support Fundamentals, Google IT Support Professional (Coursera) 2023
- AZ-900 Microsoft Azure Fundamentals Exam scheduled Aug 2026
- AZ-104 Azure Administrator Associate (In Progress) Expected Sep 2026
  - o Managing Azure identities, governance, storage, compute, and virtual networks.