

Samuel James

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Lead Data Center Technician

PROFESSIONAL SUMMARY

Strong background in Linux systems, networking, server and rack deployment, and cross-site infrastructure execution, with a track record of leading teams of 8–14 technicians, training staff, improving processes, and supporting mission-critical operations in 24/7 data center environments. Comfortable working across copper and fiber cabling, fusion splicing, hot aisle/cold aisle airflow management, hardware break-fix, systems administration, and cross-functional infrastructure delivery. Looking to bring leadership, technical depth, and execution discipline to a senior data center operations role.

EXPERIENCE

AWS

Dec 2024 – Present

Infra-Delivery Technician L4

- Lead a team of 8–14 technicians in a mission-critical 24/7 data center environment, providing training, mentoring, and performance-based metric updates to leadership.
- Served as Point of Contact for SBN101 late-binding operations, leading data hall cable installation work and completing 100+ rack positions ahead of schedule to accelerate customer capacity delivery.
- Deployed to AWS data centers in PHX, ATL, and CMH to provide hands-on Infrastructure Delivery support and help regional teams advance project milestones ahead of schedule.
- Route and install fiber and copper cabling throughout data halls, perform TOR patching and network patching to support server and network connectivity.
- Prepare and commission server racks and network racks, validate hardware functionality, and support delivery of new capacity into production data halls.
- Manage hot aisle/cold aisle containment and airflow optimization across multiple data halls.
- Troubleshoot server and network hardware issues to minimize downtime and maintain high availability.
- Train technicians, participate in interviews, mentor green badge employees toward blue badge conversion, and help improve ID team processes and procedures.
- Created operational documentation and tools, including a Rack Receiving Daily Tracker replacement and an SBN travel and expense wiki used by 50+ team members.
- Implemented a dedicated TOR dust cap disposal process with security approval to improve RZ cleanliness standards and facility operations compliance.

Wachter

Feb 2015 – Nov 2024

Lead Project Technician / Network Integration Specialist

- Led technical work across multi-site infrastructure projects involving structured cabling, copper and fiber runs (multimode and singlemode), terminations, and fusion splicing.
- Built and commissioned racks, installed and configured Cisco and Juniper routers/switches and Dell servers across customer environments.
- Traveled to customer sites to execute field deployments, troubleshoot issues, and keep projects moving on schedule.
- Trained new technicians on cabling standards, networking fundamentals, troubleshooting methods, and field execution.
- Documented issues and recurring problems clearly to improve ticket closure quality and operational follow-through.
- Supported projects for major customer environments including Walmart, Costco, T-Mobile, and McDonald's.

SnS Network Solutions

Jan 2022 – Present

Owner / Network Administrator

- Own and operate a network solutions business specializing in structured cabling, security camera systems, and access control installations.
- Clients include T-Mobile and MetroPCS retail and commercial locations.
- Design, install, and administer network infrastructure across Linux and Windows environments.
- Configure routers and switches and support ongoing network troubleshooting and maintenance.

Careerist

Sep 2023 – Jan 2024

Systems Engineer Intern

- Studied system design, implementation, testing, and troubleshooting in Linux-focused environments.
- Worked through systems administration concepts including services, storage, networking, and monitoring.
- Collaborated across cross-functional scenarios to understand how infrastructure components integrate and operate together.

EDUCATION

Careerist

Linux Systems Engineering | Sep 2023 – Jan 2024

ITT Technical Institute

Associate Degree, Computer & Electronic Engineering | Sep 2009 – May 2011

CERTIFICATIONS

AWS Certified Cloud Practitioner — Amazon Web Services

Cisco Certified Specialist — Cisco, Nov 2022

Linux Systems Engineer — Careerist, 2023

TECHNICAL SKILLS

Data Center Operations · Structured Cabling · Copper and Fiber · Fusion Splicing · Hot/Cold Aisle Airflow · Server Deployment · Rack Commissioning · Hardware Validation · Break-Fix · TOR Patching · Linux · Windows · IPv4/IPv6 · Switching · Routing · Cisco · Juniper · Bash · Python · Ansible · Claude AI · AWS · Linode · RackNerd · Proxmox · VMware · Hyper-V · Mission-Critical Ops · Process Improvement · Technician Training