

## Darius Stroman

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### Professional Summary

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IT Infrastructure and Data Center Professional with 6+ years of hands-on experience supporting enterprise environments across structured cabling, server hardware, and network operations. Proven background in data center operations, incident response, and automation-driven workflows using Python, n8n, and RPA tools. Holds an M.S. in Software Engineering and actively transitioning into cloud infrastructure engineering with a focus on scalable systems, automation, and hybrid environments.

### Professional Experience

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#### Data Center Technician

*CentersquarDC – Fort Worth, TX | May 2025 – Current*

- Installed and maintained enterprise server racks supporting high-density compute environments, ensuring accurate labeling, documentation, and audit readiness.
- Performed hardware diagnostics and component replacement on production systems, reducing downtime through rapid fault isolation.
- Executed fiber and copper cabling installations with precise testing and certification to support high-speed connectivity.
- Assisted in rack-and-stack operations, including lifting, mounting, and securing enterprise-grade hardware according to build guides.
- Supported incident response and troubleshooting by leveraging remote management tools (iLO, iDRAC, IPMI) to restore service quickly.

#### Security Systems Technician

*Safe Haven Security – Texas | Nov 2024 – May 2025*

- Install, configure, and troubleshoot smart home security systems including cameras, sensors, keypads, and control panels.
- Run and manage low-voltage cabling to support surveillance, alarm, and home automation systems.
- Perform deep home inspections to assess technical requirements and optimize hardware placement.
- Educate customers on system functionality and basic network configurations.
- Document all installations and ensure compliance with safety standards and client specifications.

## **Service Desk Analyst (Contract)**

*Altice USA – Plano, TX | Nov 2023 – Nov 2024*

- Resolved over 300 support tickets weekly using ServiceNow, covering hardware, software, and network connectivity issues.
- Supported provisioning, de-provisioning, and access control using Active Directory.
- Delivered Tier 2 support in a Windows/macOS enterprise setting with 24/7 availability and SLA adherence.
- Collaborated with cross-functional teams in an Agile environment, participating in daily stand-ups and sprint reviews.
- Delivered consistent customer service while documenting resolutions and maintaining SLA compliant

## **Data Cable/Center Technician**

*The Brass Effect – Frisco, TX | May 2018 – Oct 2023*

- Installed and terminated Cat5e/Cat6 cables to support reliable network and internet connectivity across commercial and residential sites.
- Mounted, configured, and tested network infrastructure including patch panels, switches, and server racks.
- Performed on-site troubleshooting of connectivity issues, applying structured diagnostic processes to minimize downtime.
- Collaborated with clients to plan and implement custom-cabling solutions aligned with project needs and industry best practices.

## **Technical Skills & Certifications**

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- **Programming Languages:** Python, Java, SQL, HTML/CSS (basic scripting for automation)
- **Cloud & Databases:** AWS (EC2, S3, IAM – foundational), Azure, Oracle, MySQL
- **Data & Analytics:** Tableau, Microsoft Excel
- **Automation:** Make.com, n8n (workflow automation), Robotic Process Automation (RPA)
- **Infrastructure & Networking:** Cat5e/Cat6 cabling, Patch panels, Network troubleshooting
- **Operating Systems:** Windows, macOS, Linux, Unix
- **Certifications:** CompTIA Data+, AWS Certified Cloud Practitioner

## **Education**

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**Western Governors University** M.S. in Software Engineering —*August 2025*

**Western Governors University** B.S. in Data Analytics — *May 2025*