Eduardo Monclova

Systems & Data Center Administrator

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LinkedIn

20 years in production | **4** data centers | **100+** organizations hosted | **200+** VMs managed

Summary

Systems and data center administrator with twenty years in production, from hand-tuned CONFIG.SYS to Entra ID. I design for failure: separate failure domains, identity as the perimeter, a known RPO and RTO for every workload, and backups proven by restoring them. Fully bilingual in English and Spanish; I want to keep getting better at this work and bring it to a new team.

Skills

Servers & virtualization: Windows Server, Linux, VMware vSphere and vCenter, Hyper-V, Proxmox VE, Ceph

Data center & storage: HPE ProLiant and Alletra, Dell EMC SAN, Fibre Channel, fire suppression, CCTV

Backup & DR: Veeam Backup & Replication, replication and recovery to alternate sites, RPO/RTO

Identity & endpoints: Active Directory, Group Policy, Entra ID, Entra Connect, SAML SSO, MFA, Intune

Network & security: TCP/IP, DNS, DHCP, routing, switching, VLANs, BGP, IPsec VPN, SD-WAN, FortiGate, FortiEDR

Cloud & messaging: Microsoft Azure, Microsoft 365, Exchange Online, Defender for Endpoint, IIS, SQL Server

Automation & AI: PowerShell, shell scripting, C#/.NET, generative AI (Claude), local LLMs (Ollama)

Operations: troubleshooting, PRTG monitoring, patch tracking, technical documentation, vendor management

Experience

Netwave Equipment Corporation, San Juan, PR

Jun 2024 – Present

Puerto Rico IT provider of cloud, colocation, backup and managed infrastructure for business and government clients.

Data Center Administrator

- Took on Netwave's **four Puerto Rico data centers** while keeping my clients: VMware vCenter hosting 100+ organizations, colocation, fire suppression and ONVIF CCTV.
- Own **disaster recovery** on Veeam Backup & Replication, including recovery to alternate sites.
- Lead a client's **migration into our data center** from a nine-section plan I wrote: Windows Server 2022 domain controller, virtualized Sage 50, IPsec site-to-site VPN from their FortiGate 200F.
- Integrate on-premises **Active Directory with Entra ID** in a tenant built without directory sync: Entra Connect on a pilot group, matching existing cloud users, then Intune for every laptop.
- Review **Microsoft 365 security** (Entra ID, Intune, Defender for Endpoint, email) and write the hardening recommendations; replacing legacy tools with Defender and eSentire MDR.
- Design and price solutions, such as a **FortiGate-VM high-availability pair in Azure** to replace a government client's Azure Firewall; manage HPE, Fortinet, Veeam and Microsoft licensing.
- Develop internal web apps on IIS: **iQuote**, the company's quoting tool, and **UpdateControl**, which keeps every device's patch history in SQL Server Express.

System Administrator

- Primary engineer and escalation point for about **30 client environments**: Active Directory, FortiGate firewalls, Veeam backups and 3CX phone systems.

GMT LLC, Caguas, PR — Jun 2023 – May 2024

Network Administrator

- Ran the full **Fortinet Security Fabric**: FortiGate, FortiSwitch, FortiClient, FortiEMS, FortiEDR.
- Added **SD-WAN** for redundancy and linked buildings over dark fiber and point-to-point wireless.
- Monitored network and security systems in **PRTG** with thousands of sensors.
- Hardened endpoints in layers (Group Policy, Intune, FortiGate policy, FortiEDR, MFA) and rolled out a password vault to **300 employees**.

Evertec, LLC, San Juan, PR — Aug 2014 – Mar 2023

Cloud Virtualization Administrator — Dec 2022 – Mar 2023

- Administered **Exchange Online in hybrid** for 2,000+ mailboxes on Microsoft 365 E3.
- Managed Microsoft 365 and Azure, and secured devices with Intune and Endpoint Manager.

System Administrator — Aug 2014 – Dec 2022

Assigned to Puerto Rico's Treasury Department (Departamento de Hacienda).

- Domain administrator for a **multi-site Active Directory** across the WAN: domain controllers, security Group Policy for workstation control, and schema upgrades.
- Ran VMware vCenter with **200+ VMs**, using vSphere Fault Tolerance for critical services.
- Scheduled Veeam incremental and full backups and administered **Dell EMC SAN** over Fibre Channel.
- Administered IIS and monitored the agency's public websites against baseline log metrics.

eSoft Technologies Corp., San Juan, PR — Oct 2007 – Aug 2014

.NET C# Programmer

- Wrote software and ran infrastructure for the firm's business clients: Windows domains, VMware vCenter and vSphere, Exchange, LAN/WAN, and Wi-Fi secured with WPA2 and RADIUS.
- Built C# mobile apps and Dynamics GP integrations; maintained MS-SQL databases and Dynamics RMS point-of-sale systems.

Certifications

HPE ASE, Storage Integrator Solutions	2026	HPE ASE, Storage Solutions	2025
HPE Solution Certified, Private Cloud AI	2025	HPE Product Certified, OneView	2025
HPE Solution Certified, HPE GreenLake	2024	HPE ATP, Hybrid Cloud	2024
Microsoft Certified: Azure Fundamentals (AZ-900)	2022	VMware Certified Associate 6 (VCA6-DCV)	2016
CompTIA A+	2006	Cisco CCNA	in progress

VMware training: vSphere: Install, Configure, Manage v6 and vRealize Operations Manager v6 (official courses, 2016); passed the vSphere 6 Foundations exam (2017).

Education

B.S. Computer Science, *magna cum laude* — 2009

Inter American University of Puerto Rico, Bayamón. Minor in Mathematics; university math tutor.

Home Lab

Where I test things before I recommend them: Proxmox VE on Ceph, a Windows Server 2025 domain with its own certificate authority, a FortiGate doing Wi-Fi single sign-on through Entra ID (SAML) and IKEv2 remote-access VPN, an off-site node at OVH behind OPNsense with IPMI out-of-band access, and local LLMs on Ollama.