

Ioana Sorin

System Administrator

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PROFESSIONAL SUMMARY

System Administrator with over 11 years of experience administering IT infrastructures for enterprise and MSP environments: virtualization (VMware, Proxmox), networking and security (Cisco, MikroTik, FortiGate), Windows Server / Active Directory, backup and monitoring. Complementary experience in team leadership and consulting for EU-funded digitalization projects. Passionate about automation, self-hosting, and integrating AI solutions into operational workflows.

TECHNICAL SKILLS

Virtualization & Servers: VMware ESXi/vSphere, Proxmox VE, DELL PowerEdge, datacenter operations (rack, UPS, redundancy)

Networking: Cisco Catalyst (switching), MikroTik RouterOS, Ubiquiti UniFi, routing & switching, VLANs, site-to-site & client VPN (IPsec, WireGuard, OpenVPN)

Operating Systems: Windows Server (2016/2019/2022), Linux (Debian/Ubuntu – basic)

Windows Infrastructure: Active Directory (users, OUs, GPO), DNS, DHCP, File Server (NTFS/share permissions), Microsoft 365, Exchange (Online & on-premise)

Monitoring & Backup: Veeam Backup & Replication, Uptime Kuma, Grafana, backup scripting (cron, rsync), retention policies

Security: FortiGate (FortiOS), pfSense, SentinelOne (EDR), Palo Alto (basic), firewall rules, SSL/TLS, Let's Encrypt, Cloudflare, access control

Containers & Automation: Docker, Portainer, n8n, Home Assistant

AI & Modern Tools: Claude Code (CLI), Ollama (local LLMs)

Hardware: DELL PowerEdge, rack equipment, NAS, UPS, surveillance systems

PROFESSIONAL EXPERIENCE

FASTBIT SRL – Timișoara

IT Consultant – EU Funds + System Administrator L2 | June 2023 – Present

- Supported 30+ companies in EU-funded digitalization projects
- Conducted IT audits, business needs analysis, technical solution design, and budgeting
- Managed vendor coordination, procurement, and end-to-end project delivery
- Direct communication with company management and financial consultants
- In parallel, ongoing IT infrastructure administration for the MSP client portfolio (System Administrator L2 role)

System Administrator L2 | September 2021 – June 2023

- End-to-end IT infrastructure management for 100+ MSP clients: physical and virtual servers, networking, backup, monitoring and security, datacenter
- Administration of VMware ESXi/vSphere environments, Windows Server (2016–2022), and Microsoft 365 for companies with 10–200+ users
- Network administration using MikroTik and Ubiquiti UniFi equipment, including site-to-site VPN, VLANs, and firewall rules
- Administration of Active Directory (users, OUs, GPO), DNS, DHCP, and file services across client infrastructures
- Implementation and administration of security solutions: FortiGate firewalls, SentinelOne endpoint protection (EDR), and Veeam backup policies
- Collaboration with business application vendors (ERP, CRM) for integration into managed infrastructures

Team Leader – Level 1 Support | August 2018 – September 2021

- Led a team of 5 IT specialists: operational planning, task prioritization, escalation management, and mentoring
- Advanced technical support (L2) and standardization of team workflows and procedures
- Improved response times and service quality through implementation of operational procedures

L1 Support Technician | July 2017 – August 2018

- Level 1 technical support for MSP clients: hardware and software incident diagnosis and resolution
- Installation and configuration of workstations, peripherals, and applications for client users
- Escalation of complex incidents to higher support levels and solution documentation

HQ LEVEL BUSINESS AND SERVICES – Timișoara

IT Technician | July 2015 – July 2017

- Installation and configuration of network systems (switching, routing, structured cabling)
- Server, workstation, and network equipment maintenance
- Hardware and software technical support for clients
- Deployment and maintenance of video surveillance systems
- Network infrastructure implementation for new clients

DATA GROUP INT – Timișoara

Data Entry Operator | April 2014 – December 2014

PERSONAL PROJECTS – HOMELAB

I maintain a personal homelab on a dedicated DELL server, used as a testing, learning, and automation environment:

- Proxmox VE server with multiple VMs (Linux, Home Assistant)
 - 20+ Docker containers managed via Portainer: Nginx Proxy Manager, Grafana, n8n, Uptime Kuma, Ollama, UniFi Console
 - Full monitoring with Uptime Kuma and Grafana dashboards
 - Automation via n8n and Telegram Bot (remote control, notifications, AI pipelines)
 - Cloudflare Tunnels for secure service exposure with SSL and DNS management
 - Automated backup for 19+ Docker volumes with retention policies and notifications
 - AI integration: Ollama (local LLMs), Groq API, Whisper (speech-to-text), Claude Code (CLI)
 - Personal website (sorin-ioana.ro) – Astro + Tailwind CSS, deployed on GitHub Pages
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SOFT SKILLS

- Effective communication with technical teams and management
 - Self-taught – continuous learning through personal projects (homelab)
 - Analytical thinking and structured problem solving
 - Well-organized, with effective prioritization in multi-project environments
 - Results-oriented – end-to-end project delivery
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LANGUAGES

- English – B1 (spoken), B2 (listening)
- Romanian – native