

RAFAEL DUQUE

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SUMMARY

Experienced System Administrator with a strong analytical mindset, technical expertise, and a creative problem-solving approach. Skilled in managing complex IT infrastructures, mentoring teams, and ensuring system reliability. Proficient in automation, cloud technologies, virtualization, and security, with a passion for continuous learning.

WORK EXPERIENCE

System Administrator – Take2

March 2025

As part of the Systems and Global Support team, I support a wide range of users and technologies across the organization.

- Providing Level 1 and 2 support for employees across multiple regions.
- Troubleshoot hardware, software, and network issues on Windows and macOS systems, both onsite and remotely.
- Support and monitor Palo Alto firewalls and GlobalProtect VPN .
- Manage PlayStation and Xbox enterprise accounts.
- Administer Jamf Pro for macOS device deployment, configuration, and compliance monitoring.
- Use Intune and SCCM to manage Windows devices.
- Support VMware Horizon virtual desktop environments, including user access, session issues, and desktop images.
- Administer Slack and Zoom platforms, handling user access, and configurations.
- Manage Okta for identity and access control, enforcing 2FA and securing authentication flows.
- Microsoft 365 and Google Workspace environments support and permissions.
- Automate repetitive administrative tasks and system checks using PowerShell scripts.
- Use ServiceNow and Jira to track incidents, service requests, and internal team projects.

System Administrator – MPC Films (Technicolor Creative Studios)

May 2021 – Feb 2025

Worked in a large, complex environment, supporting and optimizing infrastructure for seamless operations.

- Configured and maintained VMware, storage (Dell EMC Isilon), and Linux-based systems.
- Administered SCCM, Intune, Jamf Cloud, and Windows environments, including AD & server management.
- Automated tasks using Ansible for system updates and configuration.
- Managed enterprise networking (Brocade, Ruckus, Juniper QFX) and cloud services (Google, Azure, WSD).
- Monitored render farms (Tractor) and ensured seamless media ingestion/extraction with Aspera.
- Provided critical support for data center operations and on-call incident response.
- Utilized Jira for ticketing and project management, Confluence for documentation, and Snipe-IT for asset tracking and inventory management.

System Administrator – L'Atelier Animation

May 2020 – May 2021

Supported 200+ users in a Linux-centric infrastructure, integrating Open-Source and enterprise solutions.

- Administered Linux, Windows, and Mac environments (Salt, Munki, Git, FOG).
- Managed security and network infrastructure (FortiGate, VLANs, Dell Switching, IPA, Jenkins).
- Ensured system performance and security through monitoring (Grafana, Node Exporter) and backups.
- Deployed and maintained LDAP, DNS, DHCP, and asset management (Snipe-IT).

IT Technician & System Admin – APPGroup Inc.

Jun 2017 – DEC 2019

Handled IT infrastructure across multiple locations, ensuring security, efficiency, and uptime.

- Administered Windows Server (AD, GPO, Hyper-V) and Office 365.
- Managed network security (Cisco Meraki, SonicWall, Ruckus) and antivirus (Cylance).
- Implemented monitoring, automation, and backup solutions (PDQ, Veeam, Altaro).
- Provided ERP support (Chaindrive, Visual Next) and IT asset management.

EDUCATION

LEA.AE Network and Internet Security Specialist

2014 – 2016

CDI College, Montreal

- Computer System Administration. (Windows Server environment & Linux operating system)
- Network Management.
- Detection and neutralization of security threats to systems and networks.

B.Eng.(Hons) Electrical & Electronic Engineering

2008 – 2012

Dublin Institute of Technology, Ireland

- Relevant coursework in Computer Architecture & Programming.

HOME LAB

My home lab is my personal tech playground, where I get to experiment with new ideas.

Running on Proxmox, it's a mix of VMs and LXC containers. Some of the software I run:

- **Virtualization & Containerization** – Running and managing Docker containers and lightweight LXC environments for efficient service deployment.
- **Networking & Security** – Configuring Nginx as a reverse proxy, implementing VLANs, and using Pi-hole for DNS-level ad-blocking and network filtering.
- **Self-Hosting & Service Management** – Hosting Home Assistant, media servers, and monitoring tools to enhance automation and home network reliability.

It's always a work in progress, constantly learning, breaking, and fixing things.

SKILLS, INTERESTS & HOBBIES

- **Technical Skills:** System Administration, Virtualization & Cloud, Storage & Backup, Automation & Scripting
- **Attributes:** Good team player, Hard worker, Organized, and Great analytical skills
- **Languages:** English, Spanish, and Intermediate French
- **Sports:** Have a great interest in a variety of sports, particularly Soccer, CrossFit and Table Tennis