

JOSEPH SUD

IT OPERATIONS SPECIALIST

Las Vegas, NV | joseph.d.sud@gmail.com

SUMMARY

IT operations professional with 6+ years of progressive technical experience spanning network operations, production monitoring, incident response, infrastructure support, enterprise hardware deployment, and advanced troubleshooting. Experienced supporting business-critical environments through Splunk analysis, deployments, patching, change management, and service recovery. Background includes network, application, API, web, POS, and hardware troubleshooting with progressive advancement into increasingly technical roles.

SKILLS

Network & Infrastructure:

TCP/IP, DNS, VPN, SSL/TLS, Ethernet, Wi-Fi, switches, wireless access points, SFTP, network troubleshooting, workstation and POS deployment

Monitoring & Operations:

Splunk, production monitoring, alert development/tuning, incident response, incident bridge coordination, patching, deployments, service recovery, change control, post-change validation

Systems & Troubleshooting:

Windows, hardware/software troubleshooting, POS terminals and peripherals, application troubleshooting, log/trace analysis, Wireshark, browser developer tools; basic Linux familiarity

API, Web & Data:

REST, SOAP, HTTP, JSON, XML, CSV, HTML, CSS, JavaScript, SQL

Scripting & Automation:

Python, PowerShell, Slack-integrated bots and operational workflow automation

Tools & Documentation:

Jira, Confluence, Salesforce, Zendesk, NICE, technical documentation, escalation management

PROFESSIONAL EXPERIENCE

Shift4 | Las Vegas, NV

Network Control Technician, Junior I

2026 – Present

- Monitor business-critical production infrastructure and applications across multiple alerting environments, using Splunk and internal monitoring systems to identify, investigate, and respond to service-impacting events.
- Perform advanced Splunk analysis to investigate system behavior, identify anomalies, validate alerts, and support troubleshooting beyond automated alerting.
- Develop and tune Splunk alerts to improve operational visibility, detection accuracy, and production monitoring.

- Support application patching, production deployments, application configuration and testing, database moves, and service maintenance activities.
- Support Network and Systems Administration teams during change-control activities, including scheduling, implementation support, post-change monitoring, and service validation.
- Respond to production incidents by investigating alerts, gathering logs and traces, restarting affected services when appropriate, and escalating complex issues to Development, Network, or Systems Administration teams.
- Support incident bridge operations and communicate technical status, impact, escalation details, and recovery progress during production incidents.
- Review and validate Jira issues, collect diagnostic traces and supporting evidence, document findings, and escalate confirmed application or development issues to appropriate engineering teams.
- Coordinate data-center technician access and support scheduling for infrastructure maintenance and technical work.
- Monitor and respond to brownouts and other degraded-service conditions affecting production systems.
- Handle operational requests and communications from key merchants and internal teams through email, phone, Slack, and established support channels.
- Prepare and distribute scheduled maintenance notifications and maintenance completion communications to relevant stakeholders.
- Draft and maintain operational procedures, troubleshooting documentation, and Confluence knowledge articles.
- Develop scripts and Slack-integrated automation tools to streamline operational workflows and monitoring tasks.
- Participate in change-control review meetings and coordinate monitoring requirements for scheduled production changes.

Senior Technical Support Associate II / Shift4Shop SME

2023–2026

- Provided advanced support across Shift4Shop, Shift4Dine, Restaurant Manager, and POSitouch, resolving complex application, hardware, networking, payment, and merchant-impacting issues.
- Served as a Shift4Shop subject matter expert beginning in 2024 for complex escalations involving custom development, code-level troubleshooting, integrations, and enterprise maintenance requests.
- Supported external developers and product teams through developer forums, troubleshooting REST and SOAP API integrations, request/response behavior, structured payloads, and platform-specific implementation issues.
- Analyzed application logs, API traffic, JSON/XML/CSV data, HTTP behavior, DNS, SSL/TLS, redirects, and network requests to isolate integration and platform failures.
- Collaborated with Development, Product, Engineering, and QA through Jira to reproduce defects, provide logs/traces and technical findings, and escalate confirmed software or infrastructure issues.
- Handled advanced Shift4Shop customization and maintenance involving HTML, CSS, JavaScript, domain configuration, SFTP file management, and structured merchant data.
- Performed night-shift leadership responsibilities, managing escalations, monitoring workload, prioritizing incidents, and assisting technicians with complex cases.

Shift4Dine Certified Installer | Additional Technical Assignment

2025

- Completed Shift4's internal installer certification and performed on-site POS deployments while maintaining primary Senior Technical Support responsibilities.
- Installed, configured, and validated POS terminals, workstations, payment devices, printers, cash drawers, switches, wireless access points, and related peripherals at restaurants and enterprise venues, including stadium and concert environments.
- Configured Ethernet/Wi-Fi connectivity, IP settings, device provisioning, software, and communication between deployed systems; validated functionality through operational and transaction testing.
- Diagnosed and resolved hardware, software, peripheral, and network connectivity issues during deployment and coordinated with merchants and internal technical teams to resolve installation blockers.

Technical Support Representative

2021–2023

- Provided technical support for merchants across phone, chat, email, and ticketing channels, troubleshooting platform configuration, domains, DNS, file management, software behavior, and merchant settings.
- Assisted with HTML/CSS modifications, SFTP file management, domain configuration, and XML/CSV-based data operations; documented and escalated complex application and infrastructure issues.

Convey Health Solutions | Fort Lauderdale, FL

IT Technician | Contract

Mar 2020–Apr 2020

- Supported an enterprise virtualization initiative involving 600+ employee work environments during the rapid transition to remote operations.
- Worked with IT and infrastructure teams on workspace hardware, VPN connectivity, remote access, cloud storage, Microsoft Teams, deployment coordination, and troubleshooting.

Suffolk Construction | West Palm Beach, FL

IT Technician | Contract

Jan 2020–Feb 2020

- Installed and configured 50+ enterprise workstations for a new corporate office, including role-specific hardware/software configuration and post-deployment validation.
- Worked with Network Support to establish and troubleshoot connectivity among workstations, printers, projectors, servers, and other network-connected systems.

EDUCATION

Grand Canyon University

Bachelor of Science in Game Development | Expected 2029

TRAINING & CERTIFICATIONS

CompTIA A+ and Network+ | Previously Certified (expired)

Shift4Dine Certified Installer | Shift4 Certification, 2025