

Arturo Unguez

Supervisor of Systems Administration

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Summary

Strategic Infrastructure Leader with over 15 years of experience in Linux administration, cloud orchestration, and team management. Proven track record architecting high-availability Kubernetes environments and migrating complex legacy systems to modern containerized infrastructure. Expert in IaC, observability, security, and SRE team leadership.

Core Skills

Cloud & IaC: Terraform, Ansible, Semaphore, n8n, AWS (VPC/EC2/IAM), GCP, Cloudflare Workers/Wrangler

Containers & Orchestration: Docker / Docker Compose / Swarm, Kubernetes (k3s/Rancher), container image builds & registries, Proxmox + Ceph, VMware/vSphere (~200 VMs), OpenVZ/LXC

Observability: Grafana, Loki, Tempo, Mimir, Prometheus, OpenTelemetry, Dynatrace, Wazuh SIEM, Nagios, ElasticSearch

Security & Networking: Citrix ADC, Cloudflare WAF/CDN/DNS, Palo Alto Firewalls, PKI (StepCA/cfssl), Infoblox DNS/IPAM, Certbot

Services & Streaming: WebRTC, Wowza Streaming Engine, NGINX, Apache, Node.js/PM2, MySQL, NetApp ONTAP, Redis, GitLab

AI & Leadership: Claude Code, Claude API, Gemini API, MCP servers, GenAI workflow integration, SRE team supervision, sprint planning

Experience

Hypermedia Systems

Supervisor of Systems Administration

June 2018 – Present · El Segundo, CA

- Leading migration of production services from Docker Swarm to HA Kubernetes (k3s/Rancher) with Ceph distributed storage
- Architected multi-cloud (AWS/GCP) environments with Terraform managing VPC peering, subnets, and security groups
- Coordinating multi-cluster Citrix ADC migrations (cadc100/130/200/230) with zero-downtime content switching
- Deployed full LGTM stack (Loki, Grafana, Tempo, Mimir) as centralized observability platform; authored custom dashboards for golden signals and web logs
- Built internal PKI with StepCA, automating SSL/TLS renewals via Certbot, Kubernetes cronjobs, and Terraform across Citrix ADC clusters
- Managed 190+ Cloudflare DNS records, WAF rules, and managed rulesets across multiple brand zones
- Automated whitelabel site provisioning (DNS, Cloudflare zones, Citrix content switching) via Terraform
- Deployed Wazuh SIEM and managed Palo Alto Firewalls; patched production CVEs across app server fleet
- Managed hybrid virtualization: VMware/vSphere (~200 VMs) and Proxmox cluster with Ceph
- Integrated Claude Code, Claude API, and MCP servers into SRE workflows for root-cause analysis and automation
- Modernized production streaming from legacy Flash to WebRTC using Wowza Streaming Engine

Fonality

Manager of System Administration

April 2016 – June 2018

- Managed global Proxmox virtualization clusters with NetApp SAN, Ceph storage, and OpenVZ/LXC containerization
- Directed production release cycles (twice weekly) and led complex MySQL database troubleshooting
- Resolved infrastructure issues for multi-tenant VoIP/SaaS environments; managed Asterisk, SIP proxies, and VPN tunnels
- Engineered HA storage with dual-controller NetApp SAN shelves

Fonality

Senior System Administrator

April 2013 – April 2016

- Administered multi-tenant VoIP servers (Linux, Asterisk, IPtables, NTP, VPN) ensuring uninterrupted client service
- Maintained Nagios, SNMP, NFS, NetApp, load balancers, MySQL, LVM, DRBD, RAID, SMTP, iDRAC, and MegaCli systems

6th Street Consulting

IT Consultant

July 2010 – January 2012 · Redondo Beach, CA

- Managed Microsoft server environments (AD, DNS, DHCP, Exchange, Forefront TMG, WSUS) and SMB firewalls (Sonicwall, Netgear)
- Administered backups (Backup Exec, CrashPlan) and endpoint protection (Symantec); supported VoIP and remote users

Certifications

- Generative AI Leader Certification
- Trailblazer Technical Practitioner
- CompTIA A+ Certification
- Observability Signals Foundations Navigator

Education

University of California, Berkeley

Bachelor's Degree, Economics

1998 – 2002