

# Yusniel Ruiz

## Senior Network & Systems Engineer

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### PROFESSIONAL SUMMARY

Senior Network & Systems Engineer with 15+ years of hands-on experience designing, securing, automating, and modernizing business IT environments. Currently Lead Engineer at a Miami-based MSP, accountable for 50+ client environments and roughly 500 endpoints while also driving technology evaluation and stack strategy. Depth spans Microsoft identity and cloud, network and firewall infrastructure, virtualization, cybersecurity, backup and disaster recovery (BDR), and automation, applied daily in regulated environments including HIPAA-aligned healthcare tenants and financial, legal, and accounting clients. Resolves the escalations that stop elsewhere and builds the integrations and automation that remove the repetitive work behind them.

### CORE TECHNOLOGIES

Identity and Productivity Platforms: Microsoft 365, Entra ID, Intune, Exchange Online, Conditional Access, Autopilot, Microsoft Graph, Windows Server, Active Directory, Google Workspace administration and security

Networking and Security: TCP/IP, DNS, DHCP, VLANs, LAN/WAN, VPN/IPsec, NAT, Wi-Fi design and site surveys, network segmentation, Sophos, Fortinet, Ubiquiti UniFi, endpoint security, EDR

Infrastructure and BDR: Hyper-V, Proxmox, Linux, Microsoft Azure, Synology NAS, backup and disaster recovery, monitoring, patch management, business continuity

Cloud, Containers and Self-Hosted Infrastructure: Docker, Docker Compose, VPS, self-hosted applications, Ollama, local AI infrastructure, WordPress

Automation and Tooling: PowerShell, Python, REST APIs, Microsoft Graph, n8n, Git, JSON, YAML, workflow automation, API integrations, reporting, Autotask, Datto and Kaseya RMM and PSA

Communications and Development: Zoom Phone, Zoom Contact Center, VoIP, SIP, Node.js, PHP, Laravel, web applications, databases, scripting

### PROFESSIONAL EXPERIENCE

#### Lead Engineer | Empower IT Group | Miami, FL | Oct 2024 - Present

- Own the Microsoft 365, Entra ID, Intune, Windows Server and Active Directory, network, virtualization, and backup estate for 50+ client organizations, roughly 500 endpoints and 400+ users, across legal, accounting, healthcare, education, and financial services, including multi-site clients with up to six locations.
- Serve as the last technical escalation point in the company before ownership, and as the lead four engineers escalate to, covering identity, Microsoft 365, network performance, server failures, security incidents, virtualization, and backups.
- Design and modernize LAN/WAN networks, VLANs, VPN/IPsec, Wi-Fi, firewalls, multi-site connectivity, and server infrastructure on Sophos, Fortinet, Ubiquiti UniFi, Hyper-V, and Proxmox. Lead the firewall standardization program: migrated four clients from Sophos to UniFi and refreshed firewall hardware across 20+ client environments.
- Detected and contained multiple token-theft incidents, several before the attacker could act inside the tenant or launch mass-mail campaigns. Hardened Microsoft 365 tenants for two healthcare clients to HIPAA-aligned configurations across MFA, Conditional Access, device compliance, email security, and identity protection.
- Own backup and disaster recovery across all client environments, including Synology NAS, endpoint protection, patching, monitoring, recovery testing, and business continuity. Migrated the backup alerting platform to consolidate failure notifications from every client system into one monitored channel.
- Led platform migrations: four clients from Phone.com and OfficeRing to Zoom Phone, including IVRs, queues, call routing, and number management, and client mailboxes from GoDaddy-hosted email to Microsoft 365 with domain defederation and cutover.
- Manage a 300+ user K-12 education client end to end: designed the campus Ubiquiti UniFi wireless network, including access point placement and signal surveys, and a segmented VLAN architecture for guest, student, VoIP, and corporate traffic with explicit inter-VLAN access rules. Also run Google Workspace identity and security administration and Chromebook fleet management.
- Build internal automation and reporting in n8n, PowerShell, Python, and REST APIs against Microsoft Graph, Autotask, Datto and Kaseya, and Zoom, recovering roughly five engineer-hours per week. Built a one-click call-to-ticket workflow that converts call summaries into structured Autotask tickets, cutting 5+ minutes of documentation from every ticket.

- Act as technical decision-maker for the MSP technology stack, running comparisons and pilots, then recommending platforms on architecture, security, supportability, scalability, and total cost of ownership. Rationalized Microsoft licensing and Azure credit utilization, cutting hundreds of dollars from monthly spend for the MSP and its clients.

#### **Manager | D&D Global Service LLC | Miami, FL | Nov 2021 - Jul 2024**

- Built and launched the company's internal sales and booking platform, replacing manual workflows with an application-driven process and giving leadership visibility into operations. Owned technology, vendors, and process improvement for a 50+ person operation.

#### **CEO & Founder | Cumacell Technologies | Cienfuegos, Cuba | Nov 2016 - Oct 2021**

- Designed and managed Windows and Linux servers, networks, cybersecurity, and client infrastructure for 10+ businesses, and built a SaaS service-management platform that moved operations onto automation, proactive maintenance, and standardized technical processes. Founded the company and led a six-person technical team while remaining hands-on with the most complex work.

#### **Systems & Network Engineer | Cuban Institute of Radio and Television | Cienfuegos, Cuba | Sep 2010 - Nov 2016**

- Designed, implemented, and administered Windows and Linux servers, Active Directory, LAN/WAN networks, VPNs, firewalls, monitoring, patching, scripting and automation, hardware diagnostics, and critical network and system infrastructure.

### **SELECTED ENGINEERING & AUTOMATION PROJECTS**

- n8n Automation Ecosystem: Designed and maintain production automation workflows integrating Microsoft 365, Autotask, Zoom, websites, APIs, security platforms, backup systems, and MSP operational tools. Key workflows include Microsoft 365 sign-in analysis and geographic security monitoring; automated enrichment and routing of security alerts; automatic social media publishing triggered by new company blog posts; monthly Microsoft 365 user and license reporting by company, location, office, and manager; consolidated backup, security, and operational alerting from multiple MSP systems; and recurring reporting workflows that reduce manual processing.
- Zoom Chatbot & API Integrations: Built a Zoom Team Chat bot wired into multiple platform APIs so staff can pull operational statistics directly from Zoom. Extended the bot to receive security alerts, perform independent API-based validation of suspicious-login IP information, and publish the confirmed result to the appropriate Zoom channel.
- Call Intelligence & Ticketing: Built a pipeline that processes business call data, generates structured summaries, and links calls to ticketing and operational workflows to reduce manual documentation and improve technician context and follow-up.
- Chromebook Monitoring Platform: Developed a centralized application for a 300+ user managed Chromebook environment, consolidating device and browser activity into reporting that gives administrators security visibility across distributed endpoints.
- CIPP Self-Hosted on Azure and Linux: Built and migrated a self-hosted CIPP environment to Linux in Microsoft Azure, focusing on secure multi-tenant administration, reliability, maintainability, and control of the MSP management platform.
- Package Management System: Designed a custom package-management and operations platform to structure internal workflows, centralize business information, and replace manual processes with an application-driven system, delivered for an external client.
- Self-Hosted MSP Infrastructure: Designing and deploying an on-premises virtualization and services platform for MSP operations using Proxmox, Linux, Docker, segmented VLANs, dedicated backup infrastructure, and secure site connectivity, with enforced separation between management, production, and backup networks.
- Local AI Infrastructure: Run local AI workloads on Ollama and GPU-enabled infrastructure, supporting private AI services, internally hosted models, and AI-assisted automation and development workflows.

### **EDUCATION**

B.S. Telecommunications & Electronics Engineering, 2010. Graduated with Honors. Universidad Central Marta Abreu de Las Villas, Cuba.

### **CERTIFICATIONS**

Microsoft 365 Fundamentals (MS-900). CompTIA Network+. CompTIA A+. Vendor technical training: Zoom, Sophos, Kaseya.

### **LANGUAGES**

Spanish: Native. English: Professional Proficiency.