

ANTHONY LUCERO

Round Rock, TX 78681 • (915) 549-5555 • Anthony@joanlucero.com

PROFILE

IT Operations Specialist with 3+ years of Tier 2 support experience across Linux, Windows, and macOS environments. Proven track record maintaining mission-critical uptime, resolving hardware and software issues via SSH and remote tooling, and collaborating with technical and non-technical teams through ticket-driven workflows. Active homelab builder and early adopter of AI-augmented support tooling. Seeking an IT Support Technician role applying broad systems knowledge in a high-availability, multi-platform environment.

SKILLS

- **Operating Systems:** Linux/Unix (SSH, Tmux, systemd), Windows, macOS
- **Containers & Virtualization:** Docker, Docker Compose, Portainer
- **Networking & Security:** TCP/IP, DNS, DHCP, VPNs, firewalls, Cloudflare Zero Trust
- **Tools & Platforms:** Jira, Slack, Google Workspace, Microsoft Office, password managers
- **Scripting & Automation:** JavaScript, Bash, workflow automation, MCP / AI-tooling integration
- **Hardware:** Diagnostics, repairs, peripheral troubleshooting, asset & inventory management

EXPERIENCE

Robotics Fleet Manager — IT Operations & Tier 2 Support 2023 – Present

Diligent Robotics — Austin, TX

- Deliver Tier 2 technical support across a fleet of Linux-based robotic systems deployed in hospital environments, partnering with on-site clinical staff and engineering teams to diagnose and resolve hardware and software faults via SSH, remote tooling, and ticket-driven workflows.
- Maintain 99% uptime on containerized services (Docker, Docker Compose) supporting 24/7 operations; manage configuration, logs, and updates across distributed Linux endpoints.
- Own incident triage in Jira, authoring SOPs and troubleshooting runbooks that reduce repeat support requests and accelerate onboarding for new operators.
- Monitor network performance and escalate hardware failures to engineering, coordinating cross-functional fixes, follow-up validation, and root-cause documentation.
- Adopted AI-assisted diagnostic workflows, integrating Anthropic's Claude via Model Context Protocol (MCP) to automate repetitive triage and surface relevant runbook content during live incidents.

Sales Consultant 2022 – 2023

Bestfeet — Round Rock, TX

- Provided in-store technical support for POS and inventory systems, troubleshooting transaction and connectivity issues to minimize downtime during peak retail hours.
- Trained new staff on POS workflows and basic hardware troubleshooting, improving team self-sufficiency.

Outside Sales Representative 2020 – 2022

The Wow Factor (AT&T Contractor) — San Antonio, TX

- Sold AT&T Fiber services door-to-door, building strong customer-facing communication and consultative-troubleshooting skills.
- Coordinated with field technicians to triage installation and connectivity issues, translating customer concerns into actionable technical handoffs.

Customer Service Representative 2018 – 2020

Southwest Imports Auto Parts — El Paso, TX

- Managed inventory systems and order workflows; resolved customer and supplier discrepancies under tight turnaround.
- Built foundational experience in cross-team coordination and high-volume customer service.

PROJECTS

Personal Home lab Infrastructure

- Built and maintain a Linux-based home lab running containerized services (Docker Compose, nginx reverse proxy, Pi-hole DNS/DHCP, AdGuard, Authelia SSO).
- Configured secure remote access via Cloudflare Zero Trust tunnels, WireGuard VPN, and SSH key authentication.
- Implemented monitoring, automated backups, and version-controlled configuration management to ensure data integrity and rapid recovery.

Real-Time Operations Dashboard

- Developed a JavaScript dashboard for real-time tracking and visualization of robot operational tasks, surfacing overdue-task alerts and shift productivity metrics.
- Designed a clean UI for quick-glance status checks and integration with existing operational workflows.

EDUCATION & CERTIFICATIONS

- High School Diploma — El Paso High School, 2018
- HIPAA Compliance — Diligent Robotics onboarding