

Hans Constantine

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SUMMARY

Senior Technical Support Engineer with 10+ years managing critical security platforms and hybrid virtualization environments for Global 500 clients. Deep Linux expertise (RHEL) complemented by Windows Server, VMware, and Azure administration. Deliver automation solutions via Terraform, Ansible, and PowerShell while providing Tier 3 support for enterprise security platforms. Seeking Cloud or Systems Administrator role.

CERTIFICATIONS

Linux Foundation Certified System Administrator (LFCS)
Microsoft Certified: Azure Solutions Architect Expert (AZ-305)
Microsoft Certified: Azure Administrator Associate (AZ-104)
AWS Certified Cloud Practitioner - Foundational
CompTIA Security+ | CompTIA Network+ | (ISC)² Certified in Cybersecurity (CC)

SKILLS

Cloud & Infrastructure: Azure, AWS, Proxmox
Operating Systems: Linux (RHEL, Ubuntu), Windows Server
Virtualization: Proxmox, VMware vSphere (ESXi), XenServer, Hyper-V
Scripting & Automation / CI-CD: Python, PowerShell, Ansible, GitHub Actions, Git
Security & Tools: Splunk, Fortinet, Palo Alto, SQL Server, Oracle DB, MongoDB, PostgreSQL, Wireshark, Vulnerability Assessment

EXPERIENCE

- Senior Technical Support Engineer (Enterprise)** Trustwave Holdings 11/2015 – 12/2025
- Maintained RHEL-based security scan engines, handling end-to-end deployment, OS-level patching, and performance troubleshooting within diverse and complex customer network environments.
 - Administered a hybrid virtualization lab across VMware, XenServer, and Azure; deployed RHEL and Windows VMs to validate software patches and vulnerability signatures for Oracle, MongoDB, and PostgreSQL workloads.
 - Streamlined infrastructure workflows by contributing to Terraform modules for on-demand Azure lab provisioning, significantly accelerating the setup of environments for high-priority incident analysis.
 - Developed custom Bash and PowerShell automation for routine system maintenance and log collection, providing these scripts to customers to replace legacy manual processes.
 - Led Tier 3 technical support for DbProtect and AppDetectivePro, performing remote installations, policy configurations, and database console troubleshooting for Fortune 500 enterprise clients.
 - Resolved critical system outages by performing deep-packet analysis and firewall troubleshooting on Fortinet and Palo Alto NGFWs to identify and fix connectivity bottlenecks.
- Mobility Support (Tier 2)** AT&T (Formerly DIRECTV) 03/2015 – 10/2015
- Provided Tier 2 support for thousands of mobile devices using SOTI MobiControl, managing security policies and remote troubleshooting for enterprise fleets.
 - Delivered executive support for C-suite leadership, ensuring seamless integration of mobile hardware with corporate Exchange and Wi-Fi networks.
- Desktop Support Technician** CLECO Power 02/2014 – 04/2014
- Executed a Windows 7 to Windows 10 migration across regional offices, resolving Active Directory domain join and Group Policy conflicts.
 - Supported end-users with Microsoft Office, OS troubleshooting, and network connectivity.
- Desktop Support Intern** Catholic Charities of Acadiana 04/2013 – 02/2014
- Recovered critical financial data after catastrophic server failure using Linux-based recovery tools.
 - Maintained Windows systems, printers, and network hardware for the non-profit organization.

EDUCATION

Bachelor of Science in Business Administration (BSBA) University of Louisiana at Lafayette 05/2013
Major in Business Management · Lafayette, LA, USA