Cornelius Abernethy-Waite

Data Center Technician
Ashburn, VA · cornelius.waite@example.com · (571) 555-0136 · LinkedIn

SUMMARY

Data center technician with 4 years in colocation and hyperscale facilities, handling server, storage and network hardware across 1,400 racks. Closes about 260 tickets a month at 98.7% within SLA and a 96% first-time fix rate, with zero change-related outages in the last 2 years.

EXPERIENCE

Data Center Technician II — Northgate Compute Campus

Ashburn, VA · Apr 2023 – Present

- Replace failed drives, DIMMs, PSUs and motherboards across 1,400 racks, closing about 260 hardware tickets a month at 98.7% within a 4-hour SLA.
- Racked, cabled and powered 96 new GPU server racks during a 6-week hall build, passing 100% of burn-in checks before handover to operations.
- Ran and tested 3,200 single-mode and MPO fiber links with an OTDR and light meter, documenting every port in the DCIM before go-live.
- Wrote 11 illustrated work instructions for common swaps, cutting new-hire time to independent ticket work from 8 weeks to 5.

Data Center Technician — Crossfield Colocation

Sterling, VA · Aug 2021 – Mar 2023

- Handled remote-hands requests for 140 colocation customers, averaging 34 minutes from ticket to completion for standard reboots and cable moves.
- Completed 520 cross-connects with labeled patch panels and photo evidence, with 2 customer-reported errors in 19 months.
- Ran daily walkthroughs logging temperature, humidity and UPS status for 2 halls, escalating 7 cooling alarms before they reached thresholds.

SKILLS

Hardware: Dell PowerEdge, HPE ProLiant, Supermicro, NVIDIA GPU servers, NetApp storage

Network and cabling: Cat6A, single-mode and MPO fiber, OTDR, patch panels, Cisco and Arista switches (console, basic config)

Facility systems: UPS, PDUs, CRAC/CRAH units, hot and cold aisle containment, power load calculations

Tools and process: ServiceNow, DCIM (Sunbird), MOP/SOP execution, ESD and lockout/tagout, Linux CLI basics, iDRAC and iLO

CERTIFICATIONS

CompTIA A+ (220-1101 and 220-1102), 2021

CompTIA Server+, 2022

Fiber Optic Association CFOT, 2023

EDUCATION

A.A.S. Network Systems Technology, Northern Virginia Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.