

Scott Puplava

Denver, CO · spx0@protonmail.com · voiddd.net

SUMMARY

IT support and infrastructure specialist with 8+ years across help desk, MSP, MSSP, and NOC environments. Experienced in the full incident lifecycle: intake, triage, prioritization, root-cause validation, escalation, and resolution follow-up. Runs a self-hosted virtualization lab to production standards, with monitoring, automated backups, and scheduled jobs. Strong technical writer with a track record of building documentation, runbooks, and knowledge-base content.

SYSTEMS & LAB

- Administer a Proxmox VE hypervisor with per-service Debian LXC containers, each managed as systemd units with least-privilege API-token monitoring and chat alerting.
- Operate self-hosted AI agent infrastructure (LLM gateway, MCP tool servers, cron-scheduled jobs) as a daily-driver production service, including an in-place migration between agent frameworks.
- Maintain nightly offsite backups with a custom secret-scrubbing pipeline; public services served through Cloudflare DNS/TLS, deployed from the CLI (wrangler, git).
- Designed and built voiddd.net by hand: dependency-free HTML and CSS on Cloudflare Pages.

EXPERIENCE

Support Specialist II · Applied Tech (MSP)

Denver, CO · May 2024 - Present

- Provide Tier 1-2 technical support to enterprise legal and biotech clients by phone, email, and remote session; document, track, and monitor incidents in ConnectWise through to resolution.
- Triage inbound tickets for correct priority, category, and impact; escalate issues beyond Tier 1/2 scope to internal engineering teams and third-party vendors with detailed reproduction steps and diagnostic data.
- Validate user-reported bugs and system issues, performing root-cause analysis across Microsoft 365, Entra ID, endpoint, and email security platforms before escalation.
- Write and maintain internal process documentation and client-facing knowledge-base articles based on recurring issues and resolutions.
- Collaborate with security teams to analyze phishing reports, conditional access failures, and security alerts; communicate known issues and resolutions to affected end users.

Project Coordinator · Comcast

Denver, CO · Dec 2023 - Mar 2024

- Served as liaison between on-site engineers, remote NOC engineers, and project managers, tracking work items and communicating status to stakeholders.
- Co-authored an onboarding runbook that streamlined new-hire training and standardized team processes.

Network Technician (Contract) · TMG Global

Denver, CO · Sep 2023 - Dec 2023

- Provided on-site smart hands support to network engineers during a switch and firewall migration, assisting cutover via PuTTY/Cisco IOS.

IT Operator · Next Level Resource Partners

Denver, CO · Jun 2022 - Sep 2023

- Managed the support ticket queue end-to-end: logged, categorized, resolved, and escalated user issues while maintaining network-connected equipment.
- Implemented low-code backend website features via UiPath RPA automation, reducing repetitive manual tasks.

IT Field Technician (Contract) · United Airlines

Aurora, CO · Sep 2021 - May 2022

- Supported desktop, POS, and in-flight entertainment systems; completed cable drops and POS installs for the new United terminal at DIA.

NOC Technician · Handy Networks

Greenwood Village, CO · Sep 2019 - Aug 2020

- Documented, tracked, and resolved tickets for web hosting, cloud services, and email hosting customers; escalated complex server and network issues with detailed reproduction notes.

IT Support Technician · Eldora Mountain Resort

Nederland, CO · Oct 2018 - Jul 2019

- Maintained and installed network devices including wireless RFID scanners, POS systems, and WAPs; implemented menu board and surveillance systems via Raspberry Pi.

Provisioning Technician · Trustwave Holdings (MSSP)

Chicago, IL · Apr 2015 - Jan 2018

- Configured and remotely guided installs of firewalls, IDS/IPS, and SIEM appliances; worked with clients by phone and email on network discovery, deployment issues, and PCI compliance via MSSP solutions.
- Documented client interactions and tracked provisioning cases and deployments in Salesforce CRM, keeping records accurate through the full case lifecycle.

SKILLS

Systems & Virtualization

Proxmox VE, LXC, systemd, Linux (Debian/Ubuntu), Windows, macOS, Raspberry Pi

Identity & Cloud

Active Directory / Entra ID, Microsoft 365 administration, Google Workspace, Cloudflare (DNS, TLS, Pages)

Networking & Security

Firewalls, IDS/IPS, SIEM provisioning, Wireshark, Splunk, Cisco IOS (smart hands), phishing/alert analysis

Automation & Tooling

Python, SQL, Bash, UiPath RPA, git, cron, self-hosted LLM/agent tooling (MCP)

Ticketing & CRM

ConnectWise, Jira, Salesforce CRM, Datto RMM

Core

Incident management, root-cause analysis, technical documentation, end-user training and communication

EDUCATION & CERTIFICATIONS

- Purdue University Calumet, Computer Information Systems (2015)
- Google Cybersecurity Certificate