

LUIS E. MARQUEZ

TECHNICAL SUPPORT | SYSTEMS OPERATIONS & AUTOMATION

Fontana, California | Fully remote | U.S. citizen - no sponsorship required

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PROFESSIONAL SUMMARY

People-centered IT support and systems operations professional with experience spanning remote desktop support, enterprise endpoint deployment, technical product support, and Linux-based blockchain infrastructure. Known for calming stressed users, resolving access and data problems, turning technical evidence into actionable escalations, and automating repetitive operations. Seeking a fully remote individual-contributor role after operating independent Flow infrastructure since 2020.

CORE STRENGTHS

- Remote troubleshooting and user support
- Linux, Docker, systemd, Proxmox, and Prometheus
- Ticket ownership, evidence collection, and developer escalation
- Active Directory, Group Policy, SCCM 2016, VDI, and Windows deployment experience
- AI-assisted automation, documentation, and terminal workflows

PROFESSIONAL EXPERIENCE

Independent Flow Blockchain Node Operations - Remote

Flow Verification Node Operator (Self-Employed) | May 2020-Present

- Continuously operate two Flow Verification Nodes: one in an Ubuntu LXC on a local Proxmox mini-PC and one on a Debian cloud VPS.
- Manage Flow Docker images as systemd services and perform network-spork maintenance, including image updates, required data resets, service configuration changes, and restarts.
- Used GPT/Codex to build and deploy a custom dashboard around Prometheus metrics for blockchain synchronization health.
- Automated recurring health checks and local-host storage optimization and updates through cron schedules and monitoring events; created operator-run scripts for Flow upgrades.
- Validate post-upgrade node health using Prometheus synchronization status and systemd service logs.
- Troubleshot bootstrap tooling and cryptographic key-format changes; generated and deployed node keys and completed staking updates during network upgrades.

Lucid Sight, Inc. - Remote

Community Manager / Technical Product Support | Sep 2018-Oct 2019

- Handled the majority of frontline Zendesk tickets for Crypto Space Commander and MLB Crypto Baseball, covering wallet connections, missing digital assets, blockchain transactions, account access, game defects, and marketplace issues.
- Built actionable developer escalations with customer context, reproduction steps, screenshots or video, wallet and transaction details, and blockchain-explorer evidence.
- Began as the primary Discord community manager and expanded into technical support, Twitch demonstrations, cross-functional QA collaboration, and customer-feedback reporting.
- Led four support and community team members; separately selected and coordinated three volunteer moderators and a five-person roster of part-time Twitch streamers.
- Explained blockchain-created digital assets and NFT marketplace workflows to nontechnical players during support interactions and live product demonstrations.

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Professional experience, continued

Corona-Norco Unified School District - California

Computer Technician Level 2 | 2017-Apr 2018

- Provided urgent remote-desktop troubleshooting and escalation support involving Active Directory, Group Policy, permissions, redirected folders, SCCM 2016, and VDI.
- Restored access for new and transferred teachers whose accounts were unassigned or mapped to a previous school, often returning panicked callers to work within minutes.
- Recovered files lost through accidental deletion or malware using snapshot-based restores from centralized redirected folders.
- Helped deliver the district-wide replacement-device migration from static Windows 7 Ghost images to Windows 10 SCCM deployments using UEFI and Secure Boot.
- Built and maintained images with driver packs, monthly updates, task sequences, GPO-delivered shortcuts, and school-specific applications; tested and troubleshoot deployment failures.
- Created deployment instructions and checklists and trained school-site technicians to use the standardized SCCM process.

Corona-Norco Unified School District - California

School Site Technician | Nov 2013-2017

- Managed school-site support tickets for printers, permissions, endpoint troubleshooting, hardware moves, deployments, and computer labs before promotion to Level 2.

Dapper Labs / CryptoKitties - Remote

Community Streamer (Independent Contractor) | 2018

- Produced recurring CryptoKitties community livestreams and, as an early OpenSea user, tested marketplace transactions, reported bugs, explained workflows, and coordinated feedback with both teams.

Best Buy / Geek Squad - California

Computer Technician | Nov 2007-c. 2013

- Diagnosed and repaired computers in a deadline-driven service environment while guiding upset customers with patience and clear communication; earned six MVP awards for customer satisfaction and work ethic.

TECHNICAL SKILLS

Current infrastructure: Ubuntu, Debian, Proxmox, LXC, Docker, Docker Compose, systemd, Prometheus, SSH, Tailscale, RDP/VNC, Synology NAS

Automation and AI: Cron, monitoring events, operator-run upgrade scripts, Codex, Pi agent, Herdr, Hermes Agent, PowerShell, and terminal workflows

Prior enterprise IT: Active Directory, Group Policy, SCCM 2016, VDI, redirected folders, Windows imaging, UEFI/Secure Boot, driver packs, task sequences

Support operations: Zendesk, ticket triage, remote support, identity/access troubleshooting, file restoration, bug reproduction, technical documentation, user and technician training

EDUCATION AND TRAINING

High School Diploma

LTS Career Computer Training | A+, MCSE, MCSA, and Network+ coursework, 2006-2007 (program not completed; no certifications earned)