

MAXWELL NIXON

IT Systems Technician | Cloud Automation | DevOps Enthusiast

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[github.com/iMaxwe11](https://github.com/iMaxwe11) Southampton, NJ

## SUMMARY

Cloud-savvy IT technician with real-world experience managing infrastructure, supporting end users, and building full-stack automation tools. Skilled in system deployment, scripting, containerization, and data-driven projects. Passionate about reliability, privacy, and self-hosted development.

## SKILLS

Cloud & DevOps: AWS, Azure, Docker, GitHub Actions, Kubernetes (local)

Tools & Platforms: FastAPI, Streamlit, Hyper-V, Active Directory

Languages: Python, Bash, YAML, CLI

Systems: Windows Server, RAID, PXE Imaging, VLANs

Soft Skills: Client-facing support, independent troubleshooting, clear communicator

## EXPERIENCE

### Client Services Technician

PCS, Cherry Hill, NJ • 2023–Present

- Deliver technical support for business clients including law firms and internal infrastructure environments.
- Deploy and maintain Windows workstations, printers, networking equipment, and Active Directory policies.
- Lead onsite visits and courtroom setups; resolve support tickets independently using ConnectWise.
- Ensure uptime, troubleshoot across environments, and contribute to client tech planning.

### IT Systems Manager

AZ Lawn Care & Tree Service • 2023–Present

- Own and maintain the company's IT infrastructure, including QuickBooks server, office workstations, and file sharing.
- Configure secure local backups, VPN access, and remote user support tools.

- Proactively identify bottlenecks and resolve day-to-day tech issues to ensure smooth operations.

### Help Desk / Field Technician

PCS, Cherry Hill, NJ • Early 2023

- Served as an onsite IT support technician for multiple clients across New Jersey, Philadelphia, Delaware, and the Shore region, including support during service transitions.
- Ensured uninterrupted operations by diagnosing and resolving issues on-site during business hours.
- Acted as the daily onsite support tech for RHD (Resources for Human Development), responding to incidents and performing proactive health checks.
- Handled networking issues, device setups, printer problems, credential lockouts, VPN configurations, and software updates.
- Escalated complex incidents appropriately, collaborated on deployments, and documented all actions via ConnectWise. Supported client onboarding and service escalations.
- Gained experience adapting quickly to new client environments and supporting diverse infrastructure setups under time pressure.

### Office Assistant / Laborer

AZ Lawn Care • 2018–2023

- Transitioned from labor support to technical admin, managing QuickBooks invoicing and customer database.
- Enabled reliable digital operations during staffing gaps, building trust and operational knowledge.

## PROJECTS

### Smart Data Pipeline

Built a cloud-style data pipeline with FastAPI (API layer), Python processor (ETL logic), and Streamlit dashboard. Integrated CI/CD using GitHub Actions and containerized each service with Docker. [github.com/iMaxwell/smart-data-pipeline](https://github.com/iMaxwell/smart-data-pipeline)

### FiveM Game Server & Modding Platform

Launched and managed a public FiveM server with custom cars, assets, physics, and real-time logging. Created automated scripts to manage mod loaders, server-side updates, and stability. Gained experience managing remote servers, performance bottlenecks, and multiplayer user systems.

### Home Lab & AI Automation

Run containerized LLaMA and Mistral LLMs with GPU acceleration in a self-hosted lab. Explore prompt tuning, offline inference, and scripting pipelines with a privacy-first mindset.

### Media Server Stack

Built and optimized Plex-based home server with remote access, hardware transcoding, and metadata scripting.

## CERTIFICATIONS

- Liongard Administrator – Credential ID: LGCPCbjou5ktz6e (May 2023)
- Introduction to Liongard – Credential ID: LGCPC971271xz4b (May 2023)
- Intro to Managed Service Providers – Credential ID: LGCPC8c8cof7atj (May 2023)
- Troubleshoot Customer Issues Faster – Credential ID: LGCPCtbme1pfiqd (May 2023)

## KEY ACHIEVEMENTS

### Full Pipeline Ownership

Designed and implemented a complete ingest-to-dashboard flow with CI/CD and container support.

### Technical Versatility

Equipped to handle infrastructure, automation, scripting, and analytics across tools and teams.

### Self-Driven Learning

Built hands-on labs with AI, containerization, and network services to gain practical experience.

## INTERESTS

AI Integration • Home Lab Building • Open-Source Modding • Tech Community Learning • Custom PC Performance Tuning