

# KRISANN ROBLES

Hochheim am Main, Germany | Benson, AZ 85602 | [REDACTED]

krisannrobles [REDACTED] | <http://www.krisannrobles.com> | [linkedin.com/in/krisann-robles](https://www.linkedin.com/in/krisann-robles)

Citizenship: U.S. | Veterans' Preference: **Yes** | Security Clearance: [REDACTED]

Availability: February 2026 • Desired Work Schedule: Full-time

## SUMMARY OF QUALIFICATIONS

Virtualization Systems Administrator and U.S. Army Veteran with 14+ years of IT experience supporting small business and enterprise environments, cybersecurity compliance, and multi-site infrastructure operations. Recognized by leadership and academic mentors for exceptional initiative, independent decision-making, technical depth, and the ability to rapidly master complex systems. Skilled in diagnosing critical failures, stabilizing infrastructure, improving compliance, and collaborating across diverse teams. Strong research, writing, and analytical skills with a proven record of delivering results in high-tempo, mission-critical environments.

## CERTIFICATIONS

SSCP (ISC2) • **Security+** • PenTest+ • **CySA+** • **GFACT** (GIAC) • **GSEC** (GIAC) • **VCP-DCV** • Network+ • A+ • Linux Essentials (LPI) • Project+ • ITIL 4 Foundation • Certified in Cybersecurity

## TECHNICAL SKILLS

**Virtualization & Infrastructure:** VMware vSphere, ESXi, vCenter, Horizon, NSX-T, VCF, SDDC, Coheisty

**Monitoring & Management:** Aria Operations, Aria Operations for Logs, SolarWinds, OpenManage, PAM

**Operating Systems:** Photon OS, Windows, Windows Server, Linux, macOS

**Networking & Storage:** Cisco UCS, NetApp, vSAN, IPAM

**Security & Forensics:** STIGs, CVE research, Wireshark, FTK, EnCase

**Programming & Web:** Python, HTML, CSS, WordPress

## PROFESSIONAL EXPERIENCE

[REDACTED]

**Virtualization Systems Administrator** – [REDACTED] • Jul 2025 – Present • 40 hrs/week  
Supervisor: Available upon request • May contact: Yes

### Key Responsibilities & Achievements

- Ensured stability and performance of multi-environment VMware infrastructure supporting enterprise operations.
- Conducted daily health checks of vCenter, Aria Operations, SDDC Manager, Horizon, and Cohesity backups to proactively identify issues.
- Resolved a critical host authentication failure, reducing event volume by **98%** (722M → 14M), restoring system responsiveness.
- Diagnosed and recovered a catastrophic SDDC Manager failure caused by log overrun and disk exhaustion.
- Researched VMware CVEs and recreated logs to support vendor troubleshooting.

- Provisioned, configured, and decommissioned VMs, development servers, and thin clients across multiple environments.
- Tuned CPU/memory/disk configurations and implemented custom alerting for resource optimization.
- Conducted snapshot audits to ensure compliance with 30-day retention directives.
- Authored TTPs and troubleshooting guides; collaborated with security teams to reduce scanning impact.

**Virtualization Systems Administrator, Intermediate** [REDACTED] • Oct 2024 – July 2025  
(GDIT lost the contract) • 40 hrs/week Supervisor: Available upon request • May contact: Yes

- Executed STIGs to ensure DISA compliance; helped to increase team STIG completion rate by **216%**.
- Managed VMware vSphere environments to maintain **99% uptime**.
- Configured ESXi and vCenter licensing; supported Cisco FlexPod configuration, bringing the final **30%** total of infrastructure online in six months, the previous 70% took approximately 4 years.
- Deployed and maintained VMs, ESXi hosts, and vCenter instances supporting global operations.

**Systems Administrator / General Manager** [REDACTED] • Jun 2012 – Dec 2024 • 40 hrs/week Supervisor: Self-managed

- Transitioned multi-location POS systems to a unified SaaS-based solution with integrated e-commerce.
- Provided hardware/software installation, troubleshooting, and remote support across four locations.
- Managed updates, patching, and compliance changes; resolved network and equipment issues.
- Oversaw inventory, payroll, marketing, and daily operations; improved inventory processes for specialized items.

**Ark and Dove Designs** Owner / Web Design Creator (Freelance) Remote • Aug 1998 – Present • 10–20 hrs/week

- Designed and developed custom websites, graphics, and embroidery design files.
- Built responsive web pages using HTML, CSS, and multimedia elements.
- Wrote, debugged, and repaired code, managed relational databases and project workflows.
- Demonstrated creativity, problem-solving, and strong written communication skills.

## AWARDS & RECOGNITION

- WGU Excellence Award (2023)
- SANS/WiCyS Security Training Scholarship (2024–2025)
- Onward to Opportunity Scholarship (2024)
- NCL Spring 2024: Team Diamond, Individual Platinum
- NCL Fall 2024: Team Diamond, Individual Diamond
- US Cyber Challenge Western Camp – Invitation Only (2024)
- GDIT Hackathon 2024 – 2nd Place CrowdStrike Challenges, 11th Overall
- TryHackMe Top 1% (Shartlesville)
- Letter of recommendation, [REDACTED] Program Mentor
- Letter of recommendation, [REDACTED]