

John Tyler Swarm

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Professional Summary

IT professional with 3+ years of experience in network operations and infrastructure monitoring, backed up by 10+ years in IT environments. Proven ability to manage high-volume incidents, maintain SLA compliance, and ensure system uptime. Hands-on expertise in Linux, networking, and homelab engineering, including virtualization, containerization, and monitoring platforms.

Technical Skills

- **Networking:** TCP/IP, DNS, DHCP, VLANs, VPNs, firewall configuration
 - **Systems & Tools:** Linux Server, Windows Server, Active Directory, ServiceNow, SolarWinds, LogicMonitor, N-able, Automox, Bash/Powershell scripting
 - **Virtualization & Containers:** Proxmox, VMWare, Docker
 - **Monitoring & Logging:** Grafana, Prometheus, Loki
 - **Hardware:** Cisco routers, switches, and enterprise networking equipment
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Projects / Homelab Experience

- Designed and managed a Proxmox-based virtualized homelab, deploying multiple VMs and containers to simulate enterprise infrastructure and optimize resource use.
 - Implemented network services and security solutions, including Pi-hole, Unbound, and OPNsense, configuring DNS, ad-blocking, firewall rules, and network segmentation.
 - Deployed a centralized monitoring and logging stack using Grafana, Prometheus, and Loki to visualize metrics, troubleshoot issues, and track system performance in real time.
 - Configured GPU passthrough to support AI workloads (Stable Diffusion, ComfyUI, Ollama), enabling high-performance local model usage.
 - Implemented backup and recovery strategies for VMs and services, including snapshot management, while securing remote access via VPN and controlled port exposure.
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Certifications



- Cisco CCNA (In Progress)

Professional Experience

NOC Analyst II — Core BTS / NRI North America *Jun 2022 – Sept 2025*

Resolved 27,000+ tickets over 3 years (~10% of total NOC workload across 3 shifts), consistently meeting SLA targets.

- Triaged, escalated, and resolved system, application, and networking incidents using ServiceNow.
- Monitored Linux and Windows systems using CLI tools and logs to proactively detect and resolve issues.
- Executed remote maintenance and patching, streamlining processes to improve system reliability and accelerate high-priority incident resolution.
- Assisted with network configurations, firewall adjustments, and VPN troubleshooting to maintain uptime and security.

Owner — Swarm Strategies *Jul 2017 – Jun 2022*

Delivered IT consultancy services for personal and small business clients, designing and maintaining reliable IT infrastructure.

- Troubleshoot hardware, software, and network issues, resolving complex client problems efficiently.
- Designed and implemented custom systems, including networking and performance optimization.
- Managed multiple client engagements simultaneously, ensuring timely service delivery and high customer satisfaction.

IT/Lab Manager — Integrity Processing *Oct 2015 – Jul 2017*

Managed IT operations for office and lab systems, coordinating support, network connectivity, and workflows.

- Maintained workstations and internal networks, troubleshooting hardware, software, and connectivity issues.
- Assisted with network setup and basic troubleshooting to ensure secure communication.
- Performed system maintenance, imaging, and upgrades, applying patches to optimize reliability and performance.
- Implemented process improvements to enhance efficiency and minimize downtime.