

Jermaine McIntosh

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Objective

Cloud Computing graduate and hands-on homelab engineer seeking to apply cross-platform support, troubleshooting, and deployment skills in a Technical Support Analyst role. Experienced with Windows, macOS, and Linux systems, Docker environments, and secure remote networking.

Education

Augusta Technical College — Augusta, GA

Associate of Applied Science in Cloud Computing & Solutions, Aug 2024 Coursework & Labs: AWS Foundations, Docker, Virtualization, Python, DevOps Pipelines, Network Security

Technical Skills

Windows 10/11 · macOS · Linux (Ubuntu/Debian) · Active Directory basics · Docker & Podman · VirtualBox · VPN / Tailscale · Cloudflare Zero-Trust · AWS · MySQL · PHP · Python · Bash · Git · CI/CD · Troubleshooting · Documentation & User Support

Professional Experience

Chick-fil-A — Augusta, GA — Back-of-House Team Member (2022 – 2023)

Maintained critical equipment and systems in a fast-paced kitchen environment; ensured uptime and workflow efficiency.

Trained new team members and implemented process checklists for safety and quality.

Developed strong communication and troubleshooting skills under time-sensitive conditions.

Subway — Augusta, GA — Team Member (2021 – 2022)

Delivered customer-focused service while maintaining POS hardware readiness.

Documented daily issues and escalated for resolution, mirroring help-desk workflows.

Tactical Advantage Sportsmen's Complex — Hephzibah, GA — Recreational Aide (2019 – 2021)

Supported event logistics and equipment setup for recreational programs.

Managed rental inventory systems and coordinated gear usage for staff and guests.

Ensured smooth operation of facility resources across multiple locations.

Technical Projects

Homelab & Infrastructure Automation (2023 – Present)

Built and maintained multi-node environment (MacBook Air M2, ThinkPad Linux laptop, Windows desktop) linked via Tailscale VPN.

Deployed Dockerized servers (MySQL, PHP, LLM instances) using Ansible for updates and health checks.

Configured Cloudflare Zero-Trust and firewall rules to secure remote access for web apps.

Troubleshoot network latency and service availability using ping, nmap, and docker logs.

Certifications & Training

AWS Certified Cloud Practitioner – Exam Preparation in Progress

CompTIA A+ – Planned for 2026 (Personal Milestone Goal)

Interests

Game Development · Cloud Computing · Web Design · Cybersecurity · Continuous Learning