

Ethan Benton

System Administrator | DevOps | Generative AI

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EDUCATION

Old Dominion University	Norfolk, VA
<i>Bachelor of Science in Computer Science</i>	December 2024
Tidewater Community College	Chesapeake, VA
<i>Associate of Science in Computer Science</i>	May 2022

TECHNICAL SKILLS

Programming Languages: Python, Java, JavaScript, C++, Ruby, PHP, Assembly, HTML/CSS

Frameworks: Flask, Django, FastAPI, React

Databases: SQL, Postgres, Qdrant

DevOps: Docker, Kubernetes, Helm, GitLab CI/CD, MECM, Windows Server, Linux Server, GitHub, GitLab, Grafana, Visual Studio, N8N, Zammad, BIND, PowerShell

Specialties: System Administration, Generative AI, LLMs, Prompt Engineering, Data Engineering, Fine-tuning, API Development, CI/CD Automation

WORK EXPERIENCE

Old Dominion University Computer Science Systems Group	Norfolk, VA
<i>System Administrator</i>	January 2025 - December 2025

- Maintained and improved departmental computing infrastructure supporting faculty, staff, and students within a small systems team
- Administered Active Directory, MECM, Windows Server, and Linux Server environments
- Resolved Tier 1–2 infrastructure and endpoint tickets, reducing response time and improving service reliability
- Led automation and AI-driven initiatives that reduced repetitive manual triage and improved response consistency
- Designed and deployed Archibald, a generative AI platform integrated into Zammad that automated ticket response generation
- Implemented agentic chunking and hybrid dense + sparse embedding retrieval (Qdrant) to enhance semantic search accuracy and contextual response generation
- Deployed Grafana dashboards enabling real-time visibility into system health and proactive issue detection
- Managed high-availability web services using Nginx reverse proxy and Apache backends
- Extended Zammad functionality through secure Rails controllers, API integrations, and content security policy enhancements

<i>IT Consultant / Systems Consultant</i>	October 2023 - January 2025
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- Resolved Tier 1 support tickets within delegated access scope across Windows and Linux environments
- Collaborated with senior administrators to escalate and troubleshoot privileged-level infrastructure issues
- Delivered lab-validated infrastructure projects designed for immediate production deployment
- Built a fully functional Active Directory domain controller with custom Group Policy Objects and role-based access controls
- Architected and simulated VLAN segmentation and Spanning Tree Protocol configurations using GNS3
- Compiled software from source in Linux environments, configured cron jobs for automated log rotation, and mounted binaries for cross-system usage
- Deployed a fully unattended PXE imaging environment using MECM/SCCM
- Architected a containerized infrastructure stack including BIND DNS, Nginx reverse proxy, Apache web servers, and database services