

Jhenrick Shen Milan

Tallinn, Estonia | shen@shenmilan.com | +37258084753

Professional Summary

Highly independent Systems Engineer and IT Specialist with an engineering background and a proven track record of maintaining high-availability, 24/7 production networks. Expert in enterprise Google Workspace administration and automated infrastructure monitoring. Experienced in independently resolving high-stakes production incidents under minimal supervision and managing end-to-end streaming architectures.

Technical Skills

- **Enterprise Infrastructure & Cloud:** Google Workspace (Super Admin), Microsoft 365, Azure Active Directory, Identity & Access Management (IAM), User & Group Governance
- **Networking & Security:** Enterprise Firewalls (Configuration & Migration), Checkpoint Firewalls, VPNs, Switches, Network Redundancy, Access Control & Permissions (ACL)
- **Monitoring & Reliability:** Grafana, Zabbix, Automated Alerts & Metrics, System Health Telemetry
- **Virtualization & Systems:** Linux (Daily Driver), Proxmox, Docker, Virtual Machines, Raspberry Pi deployment
- **Databases & Scripting:** Bash, Python, SQL Maintenance, Backups & Automation
- **Hardware & Engineering Systems:** Low-latency Live Video/Audio Encoding, Broadcast Infrastructure, Electrical Schematic Analysis, AutoCAD, SolidWorks

Professional Experience

IT Systems Engineer / Infrastructure Specialist

Studioworks OÜ - Feb 2025 to Present

- **Enterprise Cloud Governance:** Serve as Global Administrator for enterprise Google Workspace, managing identities, groups, access controls, and organization-wide security permissions for a distributed workforce.
- **High-Availability Operations:** Serve as the sole infrastructure anchor during critical night shifts, independently diagnosing, logging, and troubleshooting mission-critical network failures, link degradations, and ISP connectivity issues.

- **End-to-End Infrastructure Deployment:** Designed, wired, and deployed complete low-latency video streaming infrastructures from scratch, configuring system connectivity, hardware encoders, and low-level system telemetry for 24/7 production tables.
- **Proactive System Monitoring:** Architected and monitored Grafana and Zabbix dashboards to track production system health, proactively remediating network bottlenecks to drastically improve infrastructure uptime.
- **Incident Management & Automation:** Provided expert 24/7 on-call tier-3 support via remote tools, rapidly debugging server faults under intense production pressure to minimize service interruption.
- **Technical Documentation:** Author of internal training guides, standard operating procedures (SOPs), and automated system manuals to onboard staff and streamline repeat incident resolution.

Education

BSc Integrated Engineering

Tallinn University of Technology (TalTech) - 2021 to 2024

Languages

- English – C1
- Filipino – C2
- Estonian – A1

Key Highlights & Achievements

- **DevOps Home Lab:** Architected and maintain a personal server matrix utilizing Proxmox hypervisors, automated Docker containers, custom virtual machines, and Linux server environments.
- **Production Under Pressure:** Recognized internally for a unique ability to resolve complex, high-severity system dropouts independently under strict service level agreement (SLA) constraints.