

Roman Cereceres

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SUMMARY

IT professional with 12+ years of experience across enterprise support and small-business consulting. Proven track record in Office 365 deployment, DNS/web hosting, and end-user support at scale (6,000+ pharmacy locations), with a 95% first-call resolution rate and top-department performance. On the side, I build and run a self-hosted homelab — Proxmox cluster, dual-GPU LLM inference, and automated media/voice services — and consult for home users and small businesses on hardware, networking, and high-compute workloads.

EXPERIENCE

IT Support Specialist

PioneerRx Pharmacy Software | Jun 2022 – Present | Remote, AZ

- Provide Help Desk-based IT phone support to end-users focused on independent pharmacies, covering desktop troubleshooting, server support, and customer service.
- Resolved customer issues with a 95% first-call resolution rate, consistently performing in the top of the department.
- Support a platform serving over 6,000 pharmacies nationwide, interacting with around 32 different locations on a typical day.
- Performed routine and maintenance checks on servers deployed at pharmacy locations to ensure reliability, focusing on hardware and software issues with exposure to SSMS and PowerShell.
- Built trusted relationships through high-level problem-solving and deep listening, consistently delivering a positive customer experience.

Freelance Information Technology Consultant

Self-Employed | Jan 2021 – Present | Gilbert, AZ

- Consulted home users and small businesses on technology appropriate to their objectives, applying project-management practices and providing technical service and affordable tools for everyday functions.
- Installed Windows and Linux OS, migrated data, and set up secure networks and printing services for home users.
- Backed up and migrated user data, replaced computers, peripherals, and printers, and provided technical support for MS Office and Windows 10/11 migrations.
- Built new desktop computers and high-compute desktops for power users running machine-learning, AI, and crypto workloads.

Office 365 Support Specialist

GoDaddy | Dec 2014 – Feb 2021 | Gilbert, AZ

- Deployed thousands of organizations into Office 365, including HIPAA-compliant email servers, and remoted into user computers to diagnose and troubleshoot issues.
- Contributed to over \$2,000,000 in revenue sold for GoDaddy, consistently achieving top-decile performance in customer service and sales.
- Created domains, configured DNS, and troubleshoot issues arising from product deployment on a day-to-day basis.

CrossFit Level 1 (CF-L1) Trainer

Urban Warfit Crossfit | May 2012 – Aug 2018 | Scottsdale, AZ

- Directed classes of 20+ participants, managing time and safety to keep the gym running on schedule.
- Developed and adapted training programs to match each individual's fitness level and goals.
- Administered emergency first aid, treated minor injuries, and referred participants to physicians when needed.

PROJECTS / HOME LAB

- Designed and operate a Proxmox-based homelab cluster running multiple VMs and containers (Docker, self-hosted services, monitoring).
- Serve a Qwen 27B LLM on dual NVIDIA RTX 3090 GPUs using vLLM with tensor-parallel inference and speculative decoding for high-throughput, low-latency local AI.
- Developed LLM-automated media and voice services (Subwave radio, DroppedNeedle music library) with agent-driven curation.

EDUCATION

Bachelor of Science in Exercise Sciences

Arizona State University • Tempe, AZ • 2014 • 3.4 GPA

SKILLS

Windows 10/11, Linux (Ubuntu, Red Hat), macOS, Microsoft 365, Azure, Active Directory, Google Workspace, DNS, SSL, Firewalls, Encryption, Anti-Malware, Server Administration, Proxmox, Docker, VMware, System Imaging, Machine Building, SSMS, PowerShell, Python, C#, JavaScript, SQL, vLLM, LLM Inference.