

DOMINIQUE “DOM” WHITE

INFRASTRUCTURE ENGINEER — DATA CENTER • CLOUD • NETWORK

Indianapolis, IN (open to relocation) • dom@domwhite.net • domwhite.net • linkedin.com/in/dominiquelwhite • github.com/Justdomi

SUMMARY

Field Engineer and U.S. Army veteran with 3+ years deploying and servicing enterprise infrastructure for IBM clients including CoreWeave AI, Tesla, and BMO Bank in 24x7 mission-critical environments. Full-lifecycle hardware experience — installation, configuration, break/fix, and decommission — across multi-vendor server, storage, and network environments. Runs a production-style homelab spanning virtualization, Kubernetes observability, and physical Cisco routing. Cisco and NetApp certified; Network+, Security+, and CCNA in progress.

CORE SKILLS

Hardware Installation & Rack-and-Stack • Networking & TCP/IP (OSPF, VLANs, NAT, ACLs) • Linux & Windows Server Administration • Virtualization (Proxmox, VMware, Hyper-V) • Kubernetes (k3s) • Monitoring (Prometheus, Grafana, Loki) • Incident Response & Enterprise Ticketing • Active Directory & Failover Clustering • Bash • Documentation & Runbooks

EXPERIENCE

System Services Representative / Field Engineer — IBM

Indianapolis, IN | June 2023 – Present

- Install, deploy, and decommission enterprise hardware across client data centers and branch sites — servers, storage arrays, network switches, and endpoint fleets — owning the full lifecycle from rack-and-stack, cabling, and firmware/BIOS configuration through validation and customer handoff.
- Service multi-vendor environments spanning NetApp, Cisco, Pure Storage, Lenovo, Supermicro, NVIDIA/Mellanox, IBM Power, Apple, and Lexmark — break/fix, parts replacement, firmware updates, and preventive maintenance.
- Own infrastructure incidents end-to-end through enterprise ticketing — diagnostics, log collection, and root-cause analysis under tight SLAs — including high-density GPU compute environments for CoreWeave AI.
- Coordinated change execution and multi-site deployments for the Tesla Austin data center buildout, training technicians and aligning workstreams to documented specifications.
- Managed end-to-end BMO Bank branch network rollouts — workstations, PIN pads, and networked systems — with zero missed SLAs; built runbooks that turned one-off fixes into repeatable playbooks.

Operations Management Trainee — UniFirst Corporation

Boston, MA / Indianapolis, IN | May 2018 – Feb 2020

- First point of escalation for technical issues; trained staff on monitoring tools; managed workflows and dashboards that increased productivity.

Information Specialist — Michigan City Public Library

Michigan City, IN | Jan 2017 – May 2018

- Tier-1 IT support, maintenance, and documentation; led a youth coding initiative and built internal tools for the Maker's Lab.

Military Specialist — U.S. Army National Guard

Indiana | June 2012 – June 2018 — Led teams of 5–10 in mission-critical environments; logistics and operational planning under pressure.

HOMELAB — SELF-DIRECTED PROJECTS (DOMWHITE.NET)

- **Windows enterprise stack:** AD DS, Hyper-V, and a Windows Server Failover Cluster with iSCSI shared storage on a multi-node Proxmox cluster.
- **Kubernetes observability:** 4-node k3s cluster running Prometheus, Grafana, and a Loki logging pipeline backed by S3-compatible object storage.
- **Physical Cisco lab:** dual 2911 routers and a Catalyst 3850 — OSPF, NAT/PAT, hardened SSH, and end-to-end routed internet connectivity.

CERTIFICATIONS

CompTIA A+ • Cisco CCT Data Center • Cisco UCS • NetApp ASE Level 2 • IBM Cloud Advocate • IBM watsonx Essentials • Supermicro SDLCSSE | In progress: Network+ (June 2026) • Security+ (Summer 2026) • CCNA (Fall 2026)

EDUCATION

M.S., Information Technology Management — Indiana Wesleyan University • B.A. — Indiana University Bloomington • Cloud Technologies Technical Certificate — Ivy Tech Community College (Aug 2026)