

Messiah Brock

Data Center Technician

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📍 Aurora, CO 80012

STRENGTHS

- ♥️ **Facility monitoring**
During scheduled rounds, checked power and cooling conditions directly, then left clear records that helped teams act.
- 👥 **Customer support**
Remote hands requests became easier for customers after careful asset checks, connection reviews, and concise updates.
- 🔒 **Physical security**
Access work required patience at every entry point, and consistent validation protected restricted spaces and equipment.
- 🔧 **Equipment control**
Warehouse records stayed aligned with physical assets through receiving, staging, transfer, and retirement checks.
- 🎓 **Operational learning**
New infrastructure became manageable through documented procedures, questions, and steady practice during live coverage.

SKILLS

Data center operations DCIM UPS

PDU RPP CRAH In Row Chillers

Physical security Access control

Remote hands support

Equipment inventory

Warehouse operations

Media destruction

Customer service

Incident escalation

LANGUAGES

English

Native

SUMMARY

Data center technician with three years of experience supporting **critical facility infrastructure**, **physical security**, **equipment logistics**, and customer service in controlled technical environments. Monitors UPS, PDU, RPP, CRAH, **In Row Chillers**, fire suppression, security, and DCIM systems while following documented procedures for abnormal conditions. Performs facility rounds, verifies power and cooling delivery, maintains access controls, and provides remote hands support for tenant equipment. Tracks servers, network devices, replacement components, retired assets, and deprecated media through receiving, staging, storage, transfer, and approved destruction workflows. Communicates clearly with technical customers and infrastructure teams, learns unfamiliar systems quickly, supports after hours coverage, and maintains dependable on call readiness. Brings disciplined execution, accurate records, and practical security awareness to onsite data center operations where uptime, safety, and controlled access matter.

EXPERIENCE

Data Center Technician

Granite Peak Colocation Services 📅 March 2025 - Present 📍 Aurora, CO

Supports controlled data halls, critical environmental infrastructure, customer equipment, physical security, **warehouse operations**, and secure media disposition. Provides onsite operational coverage, remote hands assistance, facility monitoring, and documented escalation for power, cooling, access, and equipment conditions.

- Monitored UPS, PDU, RPP, CRAH, **In Row Chillers**, fire suppression, security, and DCIM systems.
- Completed **facility rounds** verifying **power delivery**, cooling conditions, access controls, and equipment status.
- Provided **remote hands** support through asset checks, connection reviews, indicator checks, and authorized customer actions.
- Validated approved entry and maintained visitor procedures for controlled areas and installed IT equipment.
- Received and tracked servers, network devices, replacement parts, and retired assets through warehouse workflows.
- Processed **deprecated media** through approved storage, transfer, and destruction procedures with controlled custody records

Data Center Operations Assistant

Front Range Technology Operations 📅 October 2023 - February 2025 📍 Denver, CO

Supported daily operations within a critical computing facility through environmental checks, inventory control, customer assistance, access procedures, and supervised escalation. Built practical experience with DCIM **monitoring**, remote hands requests, media controls, staging workflows, and after hours facility coverage.

- Completed environmental checks, equipment inventories, customer requests, and controlled access tasks under operating procedures.
- Reviewed **DCIM** dashboards, documented unusual readings, and routed events for experienced technician investigation.
- Matched shipments with inventory records, labeled assets, and organized staging locations for installation work.
- Executed supervised **remote hands** requests involving inspections, cable verification, equipment identification, and physical checks.
- Maintained retired drive and tape records, reconciling physical items with secure disposition documentation.
- Supported after hours coverage and learned escalation procedures for alarms, security events, and customer conditions

PROJECTS

Critical Facility Monitoring Operations 📅 2025

MY CAREER



- Data Center Technician at Granite Peak Colocation Services (1.6 Years)
- Data Center Operations Assistant at Front Range Technology Operations (1.3 Years)

Supported a structured monitoring initiative across data hall infrastructure, using DCIM information and facility rounds to verify expected power, cooling, access, and equipment conditions. Documented exceptions and routed concerns through established response procedures.

Secure Equipment Lifecycle Control 📅 2024

Improved practical control of incoming, staged, retired, and deprecated technology by matching physical assets with records, preserving custody documentation, and supporting approved storage, transfer, and destruction workflows.

LEADERSHIP & AWARDS

- Recognized by operations peers for dependable after hours coverage and clear escalation records.
- Commended for accurate custody documentation across equipment receiving and secure media disposition.

EDUCATION

Associate of Applied Science in Cybersecurity

Community College of Denver 🎓 GPA: 3.5 📅 2023 📍 Denver, CO

Coursework: Cybersecurity, network security, information technology, physical security, incident response

CERTIFICATIONS

- CompTIA A+ 📅 2024
- Data Center Infrastructure Fundamentals Certificate 📅 2025

TECHNICAL SKILLS

- **Power Infrastructure:** UPS, PDU, RPP
- **Cooling Infrastructure:** CRAH, In Row Chillers, cooling delivery
- **Facility Monitoring:** DCIM, environmental monitoring, alarm review
- **Fire Protection:** Fire suppression systems, alarm response, safety procedures
- **Physical Security:** Access control, visitor procedures, controlled areas
- **Remote Support:** Remote hands, visual inspection, connection verification
- **Asset Management:** Equipment inventory, asset tracking, custody records
- **Warehouse Operations:** Receiving, staging, storage
- **Media Disposition:** Media destruction, secure storage, approved disposal
- **Service Operations:** Customer service, incident escalation, on call support

PROFESSIONAL AFFILIATIONS

- Data center operations community participant focused on facility reliability and controlled access.
- Cybersecurity student network participant focused on infrastructure protection and technical service.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST