

Daniel Liam Sayson

Infrastructure & Systems Engineer

daniel@danielsayson.tech | (571)-550-5428 | linkedin.com/in/danielsayson1111/ | danielsayson.tech

Professional Summary

Infrastructure & Systems Engineer with over six years of experience supporting enterprise and hyperscale computing environments, specializing in production infrastructure, systems troubleshooting, and operational reliability. Experienced in Linux-based data center operations, hardware lifecycle management, network operations support, and incident response across high-availability environments. Recognized for taking ownership of complex technical challenges, mentoring engineers, and continuously expanding expertise in cloud, networking, and systems engineering.

Professional Experience

Data Center Operations Engineer | ByteDance (TikTok)

Sterling, Virginia | May 2024 - Current

- Supported hyperscale Linux-based production infrastructure across 450K+ hosts spanning US and EU regions, executing break/fix, NetOps, and infrastructure lifecycle operations in high-availability environments.
- Performed network and optical diagnostics using telemetry and monitoring platforms, troubleshooting link failures, transceiver health, interface utilization, BER metrics, and production connectivity issues.
- Supported P0/P1 incident response, RCA workflows, and operational recovery procedures while utilizing Grafana, DCIM, SAOS, SYSIOps, Orthrus, and JIRA to manage infrastructure operations and troubleshooting.
- Led onboarding and operational mentorship for 65+ technicians, standardizing troubleshooting practices and accelerating technical readiness across regional operations teams.

Data Center Technician | ByteDance (TikTok)

Ashburn, Virginia | March 2021 - May 2024

- Performed break/fix operations across Linux-based production infrastructure, diagnosing and replacing critical server components including NVMe/SSD drives, HDDs, DIMMs, GPUs, CPUs, NICs, RAID controllers, and system boards.
- Coordinated with OEM vendors including Inventec, Foxconn, Nokia, and WayCloud to validate hardware repairs, troubleshoot failures, and return production systems to service.
- Selected as Team Lead, onboarding new technicians and serving as a technical liaison for visiting engineers while supporting cross-functional infrastructure operations.

Senior IT Technician | Olive Innovative Technology

Sterling, Virginia | May 2021 - March 2023

- Diagnosed, repaired, imaged, and validated 20+ Windows-based desktops and laptops daily, performing hardware replacement, OS deployment, driver installation, system recovery, and software troubleshooting in a high-volume refurbishment environment.
- Provided Tier 1/Tier 2 technical support, resolving customer-reported issues, managing escalations, and communicating technical solutions to maintain strong customer satisfaction and service quality.
- Supported technology operations for government, healthcare, education, and public safety organizations while maintaining Microsoft, Dell, and Amazon Renewed quality standards through detailed documentation, inventory control, and quality assurance processes.

Data Center Structured Cabling Technician | Vision Technologies

Northern Virginia Region | June 2020 - March 2021

- Installed, routed, terminated, and validated fiber optic (LC, MPO/MTP) and Cat6/Cat6A cabling, supporting new infrastructure deployments across high-density data center environments.
- Executed rack elevation diagrams and infrastructure build plans, installing servers, switches, patch panels, and structured cabling while ensuring compliance with deployment specifications and industry best practices.
- Performed cable tracing, fiber validation, and physical network troubleshooting using standard testing equipment to resolve connectivity issues and maintain reliable infrastructure operations.

Key Infrastructure Initiatives

GPU Field Diagnostics Project

Performed field diagnostics and hardware remediation on NVIDIA GB300, B200, H100, and A100 GPU server clusters supporting large-scale AI and high-performance computing workloads.

Production Network Infrastructure Operations

Supported production network operations by performing switch, router, line card, supervisor module, fabric module, and optical transceiver replacements while restoring network connectivity through console access, optical diagnostics, and Layer 1 troubleshooting.

Hyperscale Server Decommissioning

Supported large-scale infrastructure lifecycle initiatives across multiple data halls, harvesting and reconciling 100K+ storage devices per data hall while ensuring secure media handling, inventory accuracy, and audit readiness.

Power Distribution Correction / Phase Imbalance Remediation

Participated in a data center-wide power remediation initiative by restoring A/B power redundancy across energized production racks, correcting rack-level phase imbalances, and improving infrastructure resilience.

SSD Storage Remediation Initiative

Selected by the In-Warranty Team to execute a large-scale SSD remediation initiative involving **1,000+ drive replacements**, performing hardware replacement, AMS asset reconciliation, serial number validation, and production change documentation across production server clusters.

Technical Skills

Infrastructure:

Enterprise Server Hardware • Linux Production Environments • Hardware Lifecycle Management • Break/Fix Operations • GPU Infrastructure • Rack & Stack

Networking:

TCP/IP • Network Operations (NetOps) • Switches & Routers • Fiber Optics (LC/MPO) • Optical Transceivers (SFP/QSFP) • Structured Cabling • Layer 1 Troubleshooting

Operations & Reliability:

Incident Response • Root Cause Analysis (RCA) • Production Monitoring • Asset Lifecycle Management • Change Management • OEM Coordination

Systems:

Windows Deployment & Imaging • Windows 10/11 • Linux • OS Installation • Driver & Firmware Management • Hardware Diagnostics

Tools: Grafana • JIRA • DCIM

Certifications

AWS Certified Cloud Practitioner

Cisco Certified Network Associate (CCNA) – In Progress

Education

Western Governors University | Salt Lake City, UT

Bachelor of Science in Network Engineering & Security — In Progress