Sam Magee

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Summary

Computer science graduate with experience in operations, backend development, cloud infrastructure, automation, and SQL. Previously worked with C/C++, Java, Python, AI/ML, GCP, and AWS in enterprise environments.

Education

Technologocial University Dublin Ireland

Bachelor of Science in Computer Science, Minor in Cyber Security *August 2020 – May 2024*

Technical Skills

Languages: Python, C/C++, Java, LUA, C#, SQL, JavaScript, HTML/CSS
Frameworks: React, Node.js, Flask, Bootstrap
Developer Tools: Git, Docker, Google Cloud Platform, VS Code, Visual Studio, PyCharm, IntelliJ, Eclipse
Libraries: TensorFlow, PyTorch, WinAPI, pandas, NumPy, Matplotlib

Experience

IT Service Desk Analyst January 2025 – November 2025

SHI *Austin, TX*

- Provided technical support for 7,000+ enterprise users in a fast-paced environment while consistently maintaining SLA compliance.
- Resolved 25+ daily ServiceNow tickets involving software, networking, authentication, and infrastructure-related issues.
- Administered Active Directory and Microsoft Entra ID environments, including onboarding, access management, and policy configuration.
- Created technical documentation and process improvements that reduced ticket resolution times by 15%.
- Collaborated with AI/ML RD SWE team, in the development of agentic solutions.

Jr. System Administrator February 2022 – October 2024

Emerald Park *Ireland*

- Administered hybrid infrastructure environments including VMware, Dell EMC, HPE systems, Microsoft SQL Server, and backup platforms.
- Designed and implemented automation solutions using PowerApps and PowerBI, significantly reducing manual operational workload.
- Built and deployed a self-hosted open-source RMM solution that reduced annual company costs by $15,000.
- Implemented hybrid Microsoft Entra ID integration and led organization-wide MFA rollout to strengthen security posture.
- Optimized POS database workflows using caching mechanisms, improving transaction performance and scalability.
- Worked with finance and operations teams to develop SQL-backed reporting and analytics solutions.

Projects

DistilBERT based Log anomaly detection system | *Python, PyTorch, HuggingFace, Streamlit* 2026

- Built an AI-based log anomaly detection system using a fine-tuned DistilBERT model to classify Windows/Linux authentication events (4624/4625/4768). Implemented synthetic + Azure log generation pipeline for training and evaluation.
- Developed an end-to-end ML pipeline covering data preprocessing, model training, and inference scoring with probabilistic risk classification (LOW/MEDIUM/HIGH).
- Created a Streamlit dashboard for real-time log upload, anomaly scoring, and security event visualization for analyst triage workflows.

AI-powered monitoring system for virtual machines. | *Python, PyTorch* 2026

- SRE-style predictive infrastructure monitoring system using an LSTM autoencoder to detect anomalies in VM CPU, memory, disk, and network metrics. Implemented per-VM dynamic baselines, explainable anomaly detection, and failure risk scoring. Developed an interactive Dash dashboard for fleet-level observability and real-time health insights across 50+ simulated virtual machines.

RAG powered IT ops chatbot | *Python, Ollama, LangChain, FAISS* 2026

- A fully local RAG (Retrieval-Augmented Generation) chatbot for IT operations teams. Allows for loading internal runbooks, SOPs, knoweldge base articles and query in natural language.

AI Content Detection Thesis Project | *Python, TensorFlow, Keras, NumPy, Pandas* 2024

- Developed and evaluated machine learning models for detecting AI-generated imagery as part of undergraduate thesis research.
- Performed data preprocessing, model training, and comparative analysis across multiple deep learning approaches.

Windows Remote Access Security Research | *C, Python, WinAPI* 2023

- Developed a modular remote systems administration and security research tool using C, WinAPI, and a Python-based controller.
- Implemented functionality for remote command execution, file transfer, screenshot capture, and modular system interaction.

Web-app for car maintenance tracking | *TypeScript, Node.js, Supabase, Vercel* 2026

- Built a full-stack vehicle maintenance platform with authentication, image uploads, vehicle transfer, and multi-car management functionality.
- Designed backend database structures and deployed the application using Supabase and Vercel cloud infrastructure.