

Collin Rentz

West Jordan, UT | [LinkedIn](#) | [Portfolio](#)

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Professional Summary:

Senior Data Center Support Services Technician specializing in **AI compute**, hyperscale **GPU** cluster environments, high-density **fiber networks**, and **switch diagnostics**. Experienced supporting **NVIDIA H100, B200, GB200, GB300**, and **AMD MI355X** platforms across **OCI** facilities, along with **Arista, Juniper, Cisco, Opengear**, and **NVIDIA network infrastructure**. Known as a primary technical resource for **optics, fiber diagnostics, physical networking** issues, and technician support, while developing internal tools such as **ÆtherNet**, a **switch diagnostics utility** that simplifies link validation, optical analysis, interface health review, and troubleshooting workflows for technicians of all experience levels.

Professional Experience:

Oracle Oracle Cloud Infrastructure (OCI)	Senior Data Center Support Services Technician	West Jordan & Eagle Mountain, UT <i>Oct 2025 - Present</i>
<ul style="list-style-type: none">- Support hyperscale AI infrastructure clusters including NVIDIA H100, B200, GB200, GB300, and AMD MI355X GPU systems across multiple OCI facilities.- Maintain and troubleshoot AI compute and network infrastructure racks supporting large-scale training workloads.- Diagnose Arista, NVIDIA, Juniper, Cisco, and Opengear networking equipment, including switches, optics, line cards, power supplies, TOR infrastructure, and high-density fiber paths.- Perform advanced fiber tracing and optical diagnostics across spine-leaf network architectures used by AI clusters.- Developed ÆtherNet, an internal switch diagnostics tool that collects and formats switch health, optical transceiver data, LLDP peer data, FEC/PHY counters, link state, and interface errors across multiple vendors.- Built ÆtherNet side-by-side pair diagnostics to compare both ends of a fiber or switch link from ticket-style connection strings, improving troubleshooting speed and consistency for technicians.- Operate the Command Center by triaging, dispatching, tracking, validating, and closing LVV/low-voltage connectivity tickets involving fiber, copper, shuffle cabling, switch ports, host ports, and collateral-impact issues.- Provide Command Center support for technicians through live troubleshooting guidance, debriefs, training support, Jira documentation enforcement, escalation coordination, and shift handoffs.- Performed the first GB200 rack decommission globally during Chaos Lab validation of early production hardware.		
EOS IT Solutions <i>(Contracted to Meta)</i>	Infrastructure Repair Technician	Eagle Mountain, UT <i>Dec 2024 - Oct 2025</i>
<ul style="list-style-type: none">- Supported Meta Edge Network Services (ENS) infrastructure across multiple hyperscale data center facilities.- Diagnosed and repaired Cisco, Juniper, Arista, and Accton switches, including line cards, optics, fans, and power supplies.- Utilized Meta proprietary tools including fboss2 and fcr to analyze optical loss, trace fiber paths, and validate transceiver health.- Investigated network incidents involving BGP pathing issues, flaps, packet discards, and optical degradation in production environments.- Served as a mentor to new technicians during onboarding, assisting with diagnostic workflows and infrastructure repair processes.- Maintained uptime across thousands of network devices within Meta's 99.99% availability standards.		
TEKsystems <i>(Contracted to ZT Systems)</i>	Data Center Field Technician	Traveling & Remote <i>Jun 2023 - Oct 2024</i>
<ul style="list-style-type: none">- Installed and supported NVIDIA DGX AI systems and H100 GPU infrastructure used for large-scale compute environments.- Performed structured cabling and rack-level hardware installation for high-density GPU clusters.- Supported NVIDIA Spectrum / Quantum networking switches and InfiniBand fabrics used in AI training environments.- Diagnosed and repaired hardware failures involving fans, optics, GPU components, and network connectivity.- Assisted with system bring-up, validation, and troubleshooting of high-performance compute platforms.		

Technical Skills:

AI Infrastructure	Networking	Protocols	Tools & Systems
NVIDIA H100, B200, GB200, GB300 GPU clusters AMD MI355X GPU platforms NVIDIA networking switches High-density AI rack infrastructure	Arista Juniper Cisco Opengear NVIDIA Spectrum / Quantum Spine-leaf network architectures Fiber diagnostics Optical transceiver analysis QSFP28 / QSFP-DD / SFP optics	BGP OSPF VLANs MAC/IP tracing	Linux CLI Bash scripting Network diagnostic automation Fiber tracing and optical analysis Hardware lifecycle management iTerm2

Education & Certifications:

Nvidia Academy Certifications

InfiniBand Essentials
AI in the Data Center
Base Command Manager Administration
Ansible Essentials for Network Engineers

May 2024

Devmountain, Lehi, UT

iOS Mobile App Development
Full-stack Web Development

Jan 2023