Gabriel Vian

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SUMMARY

Software engineer and IT operations lead. Shipped two production systems in daily use at an Italian alpine retailer and run a two-site homelab operated by AI agents. Leads a 10–15 person technical team at CSU San Marcos IITS while completing a B.S. in Software Engineering (Dec 2026). Self-taught since age 13; bilingual in English and Italian.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, Python, SQL
Frameworks: SvelteKit, Svelte, React, Angular, Node.js, Bun, Socket.IO
Cloud & DevOps: Docker, Google Cloud Platform, Firebase Firestore, CI/CD (Forgejo Actions), RESTful APIs
Infrastructure: Proxmox, Ceph, Linux (Debian, Ubuntu, Arch), Tailscale, Caddy, Active Directory, authentik SSO, Grafana/Prometheus
IT Operations: HelpSpot (ticketing), WebCheckout (asset tracking), Microsoft 365, Zoom, Duo MFA (admin), SSO

SOFTWARE ENGINEERING EXPERIENCE

Full-Stack Developer & IT Systems Administrator (Remote) Jan 2022 – Present
Northland Ski & Bike Shop (Cinnamon and Haven platforms) • *Canazei, Italy*

- Shipped **Cinnamon** (POS/inventory/analytics, 40,000+ SKUs, ~€240k inventory) and **Haven** (real-time reservations, 110+ bikes).
- Built Haven three times (Angular → React → SvelteKit/TypeScript/Firestore, canazei.bike): multilingual operator apps and self-service booking; live snapshots and a write-then-verify Cloud Function let 3–4 staff book concurrently without double-booking.
- Integrated Cinnamon with Italian RT-certified fiscal registers via a Dockerized Node.js bridge (Socket.IO + raw TCP) speaking the register's proprietary positional protocol, ending manual entry of fiscal amounts.
- Built a Node.js label-printing service for a Zebra industrial printer: bikes are tagged at booking and re-scanned at pickup.
- Replaced a paper notebook, where staff hand-counted each model and size against the day's bookings, with live availability, removing the manual count and its booking errors.
- Replaced a POS with no inventory integration: added mobile barcode-driven inventory reconciliation, scannable sale-ID receipt barcodes for instant exchange lookup, and non-fiscal gift receipts.
- Sole IT administrator for both systems since 2023 (hardware, network security, uptime), managed remotely from California.

PROJECTS

MAESTRO: AI coding agent for developer teams (TypeScript, Bun, Ink) Apr 2026 – Present

- Sole author of a CLI agentic coding assistant (~68k lines, 692 commits, 45 releases): multi-provider LLM layer (Anthropic, OpenAI, Gemini, Grok, self-hosted), tool calling, parallel sub-agents, MCP client, context compaction.
- Built prompt-prefix KV-cache sharing for sub-agents and a DPO fine-tuning loop fed by tool-call feedback.

Homelab: two-site Proxmox infrastructure operated by an AI agent fleet May 2025 – Present

- Two Proxmox clusters across the US and Europe (4 nodes, 50 cores, ~50 guests) on Ceph, with per-site backup servers, nightly cross-site disaster-recovery sync, and a dual-site public edge with automatic failover.
- Designed TERRA, a declarative build system that rebuilds core services from blueprints; Samba AD federated to authentik SSO with MFA; ~17 Claude agents run operations through an audited, approval-gated exec lane.

IT OPERATIONS & LEADERSHIP

Help Desk Floor Coordinator (Level 4) June 2025 – Present
California State University, San Marcos (IITS) • *San Marcos, CA*

- Lead a 10–15 person technician team: hiring, onboarding, scheduling, and triage across in-person, phone, and ticket channels.
- First Floor Coordinator granted Duo MFA administrative access, managing MFA for student accounts.
- Led the help desk through the shutdown of ~15,000 alumni Gmail accounts: Takeout support beforehand, then response templates, tech training, and first-line escalation for hundreds of locked-out users.
- Managed the wind-down of the CSUCCESS device program: returns, condition assessment, and inventory reconciliation across 2,800+ iPads and Microsoft Surfaces.
- Built internal tools for the desk: a virtual ID verification workflow for a CSU-wide policy change, and two Chrome extensions for live team call metrics and enrollment status inside HelpSpot.

Help Desk Technician Assistant (Levels 2–3) Jan 2024 – May 2025
California State University, San Marcos (IITS) • *San Marcos, CA*

- Resolved 12,036 Tier 2–3 escalated tickets (MFA, SSO, academic software); promoted to Floor Coordinator within 17 months.

IT Systems Administrator / Website Developer Jul 2020 – Aug 2023
Chalet Vites Mountain Hotel • *Canazei, Italy*

EDUCATION

California State University, San Marcos Expected Dec 2026
B.S. Software Engineering • *Minor in Data Science* • *GPA 3.66/4.0* • *San Marcos, CA*
Relevant coursework: Data Structures & Algorithms, Cloud Computing, Computer Security, Data Science (all A)