# Noe Alvarado
## IT Administrator, Full-Stack Developer

Dedicated to making an impact on the world through coding.

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## WORK EXPERIENCE

### Desktop Administrator
St. John Knits Inc (SJK)

*07/2017 – Present*
*Achievements/Tasks:*

- Provide excellent on-site technology support for 2000 users and staff at on-site, corporate HQ and offices
- Performed configuration, updates,upgrades, troubleshooting, and system maintenance to IT hardware and software such as: Dell Kace Dell desktops, laptops, servers, switches, routers, firewalls, VoIP phones, AV conferencing, printers, smartphones, WiFi Access points
- Completed IT business processes such as new hires, workstation moves, adding and deleting usersand issue resolution, contributed to the KB and drafted support docs
- Work in a team of 4 with a on-call rotation schedule, working weekends and traveling to sites for hardware upgrades, provided support for company events
- Provide support for cloud apps: O365, Adobe CC & more

### Jr. Full-Stack Developer, IT Helpdesk
Freelance Developer

*05/2016 – Present*
*Achievements/Tasks*

- Provide excellent on-site technology support for residents, small businesses, and organizations in the O.C. area
- Prototyping/wireframing, designing and building websites for businesses in CSS, HTML,Javascript,Node.js,Python,Express,MongoDB

### Network Engineering Intern
First American Financial Corporation

*05/2016 – 08/2016*
*Achievements/Tasks:*

- Configured and improved network (LAN,WAN) equipment for FAF that supports corporate HQ and remote offices
- Improved network Wi-Fi coverage by deploying newer access points at corporate HQ
- Completed an asset inventory audit for Cisco routers and switches. contributed to the KB and maintained doc support

## EDUCATION

### B.S. Computer Engineering
CSU Fullerton

*08/2012 – 05/2017*                    3.23

## SKILLS

NAT · DHCP · DNS · IPv4 · IPv6 · RIP · OSPF
BGP · Javascript · jQuery · CSS3 · HTML5
Bootstrap 4 · Node.js · C\C++ · Python · SQL
PHP · MATLAB · Assembly Language · Git/Github
Customer Support · Helpdesk Support
Network Troubleshooting · Debugging

## CONTINUED LEARNING

SparkleCon, DefCon, LayerOne, T00rC0n Attendee

Web Developer BootCamp

Full-Stack Developer Course

## BUSINESS & PERSONAL PROJECTS

CyberSecurity Awareness Month

Security Baselining

Vulnerability Scanning

MultiFactor Authentication

Network Outage Resolutions

PCI-DSS Compliance

Red-Team Excercises - Phishing

Custom 32-Core server build

Home Network Upgrade

WiFi Network Corporate Upgrade

## CERTIFICATIONS

CompTIA - A+, Network+, Security+, CySA+, IT Operations Specialist, Secure Infrastructure Specialist

AWS - Cloud Certified Practitioner(CCP)

Cisco - CCENT, CCNA Routing & Switching

ISC^2 - SSCP

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## WORK EXPERIENCE (CONT.)

### IT Help Desk Technician
CSU Fullerton

*07/2015 – 04/2016*

*Achievements/Tasks:*

- Provided excellent customer and help desk support for 42,000 students and 1,000 staff members
- Configured, and troubleshooted IT hardware and software which includes: HP laptops, HP printers, Macs, smartphones, coordinated repairs with vendors, provided support for company events
- Provided telephone and in-person support to the faculty, students, and staff of CSUF

## SKILLS (CONT.)

Network Security   Project Management

WAN/LAN Support   AutoScaling   Automation

PowerShell   Printer Support

ServiceNow Ticket Resolution   Linux Support   Bash

Mobile Device Security   Skill

## CERTIFICATIONS (CONT.)

Department of the Navy - Lean Six Sigma

ITILv3 Foundations

Microsoft - MTA (Networking Fundamentals), MCSA(Networking with Windows Server 2016)

## ORGANIZATIONS

MAES - Latinos in Science and Engineering

SHPE - Society of Hispanic Professional Engineers