

Noe S. Alvarado

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Objective

I am pursuing a IT Technician II role where I can provide excellent, and effective IT support to the teams and clients of L3 Technologies.

Certifications & Related Information

- ♦ Ability to obtain a U.S. Secret clearance.
- ♦ CompTIA Network+
- ♦ CompTIA CySA+
- ♦ CompTIA Security+
- ♦ CompTIA A+
- ♦ U.S. Citizen
- ♦ Ability to relocate to Plano, TX
- ♦ CCNA Routing/Switching
- ♦ MCP, MCSA 70-741

Professional History

Desktop Administrator

Jul. 2017 – Present

St. John Knits Inc (SJK)

Irvine, CA

- **Project** – process new computers, setup new workstations, network printers and assist with computer moves
- **Project** – reduced social engineering threats by 30% through the creation of a Cybersecurity awareness month
- **Project** – reduced labor expenses by 15% by recommending a GPO that selects default apps
- **Project** – reduced attack surface of mobile devices through security baseline configurations
- Jack of all trades technician that provides updates, upgrades, support and on-site maintenance to corporate and retail sites consisting of 2000 users and 500 staff.
- Perform data transfer, profile transfer using KACE engine, repair computers with Dell and other vendors, install Microsoft Office365, configure baseline configurations, use remote tools to solve issues at remote sites
- Work in a team of 4 with a on-call rotation schedule, working weekends and traveling to sites for hardware upgrades

IT Intern, Network Engineering

May 2016 – Aug. 2016

First American Financial Corporation

Santa Ana, CA

- Supported and improved the corporate infrastructure of FAF that supports 5000 users in domestic and international offices while following ITIL and Incident management processes at HQ to effectively replace routers and switches.
- Completed an asset inventory audit for Cisco routers and switches and improved network Wi-Fi coverage by configuring Aruba access points at the corporate HQ and at remote sites.

IT Student Assistant

Jul. 2015 – Apr. 2016

California State University, Fullerton

Fullerton, CA

- Worked in a team of 5 help desk members that provided customer service and tech support for over 42,000 students, 1000 staff members, and 3000 faculty.
- Troubleshooted hardware and software problems and provided timely, effective solutions to recurring incidents

Education

Western Governors University (WGU)

Fullerton, CA

Master of Science, Cybersecurity & Information Assurance

October 2018 - Present

California State University, Fullerton

Fullerton, CA

Bachelor of Science, Computer Engineering

May 2017

Skills

- Troubleshooting hardware includes Windows Server 2008/2012/2016, Windows 7/10, Apple Macbook Pro, Android Phones, iPhones, iPads, Cisco switches and routers, hubs, network printers, scanners
- Troubleshooting software includes Office365, Sharepoint, G-suite, Adobe CC, Web browsers, Password managers, VPN software, Bomgar, Trend Micro Antivirus
- Experience with Linux distros, CLI, Python programming, Operating systems, BASH scripting, Active Directory, system architecture, COTS patching and upgrades, backup and storage, VMWare virtualization, Powershell scripting, asset management software (KACE), Visual Studio, OSI Model, network connectivity, software upgrades, working holidays, 24x7 on-call support, TCP/IP, DHCP, DNS, KVM