

# Calvin Seok

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## PROFESSIONAL PROFILE

Dedicated IT leader with comprehensive knowledge in hardware and software maintenance, information security experience, and in-depth understanding of cloud-based solutions. Proactive in implementing updates and solutions with minimal downtime and adept at troubleshooting technical issues resulting in quick resolutions. Fluent in Korean.

## INFORMATION TECHNOLOGY COMPETENCIES

**Systems:** Windows PC, Mac OS and iOS, Linux  
**Cloud Service:** AWS  
**Languages:** SQL, Python  
**Software:** MS Word/Excel/PowerPoint/Outlook

## CERTIFICATIONS

- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect - Associate
- AWS Certified Developer - Associate
- AWS Certified SysOps Administrator - Associate
- CompTIA A+
- CompTIA Security+
- CompTIA Network+
- CompTIA Cloud+
- CompTIA Project+
- LPI Linux Essentials

## PROFESSIONAL EXPERIENCE

**Support Desk Specialist III – Spectrum Networks** | El Segundo, CA

May 2023 – present

Ensure the stable operation of computer hardware, software systems and network/server infrastructure. Install, deploy, support and maintain computer hardware and imaging. Monitor cybersecurity metrics and patch local machines.

- Provide root cause analysis and remediate application, hardware, network, and O/S issues.
- Evaluate and analyze systems and metrics in order to provide recommendations for service improvements.
- Perform in-depth analysis and detailed reporting on operating system and major application software patch assessment and security vulnerability analysis.
- Review and update service policies and procedures to safeguard critical systems, information and data.
- Create and maintain high-quality documentation of all relevant specifications, systems, and procedures.

**Help Desk Support Specialist – Sun Auto Tire & Service** | Torrance, CA

March 2022 – May 2023

Remotely provided Tier 1 IT support through VOIP and email. Troubleshoot hardware, software, and network issues.

- Performed duties as a member of the IT support team for a national tire and service company.
- Diagnose and remediate systems and software
- Deployed patches and updates to ensure security compliance.
- Researched, responded to and resolved escalated issues/problems

**Help Desk Support – El Camino College** | Torrance, CA

August 2020 – March 2022

Help Desk worker for the IT department at a community college. Responsible for maintaining inventory of laptops for students.

- Performed duties for the IT support team at a community college while still a student.
- Prepared and distributed loaner laptops for students
- Update and maintain spreadsheet databases of inventory.

## EDUCATION

**Bachelor of Science in Cloud Computing**

May 2024

*Western Governors University* | Salt Lake City, UT

- Studies focused in cloud platforms, software, and practical application of cloud computing infrastructure
- Courses included IT systems and services, networking and security, scripting and programming, data management, and cloud platforms.