

Calvin Seok

(213) 434-1131 | calvinseok@gmail.com | Torrance, CA |

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.

- Provision/deprovision AWS EC2 VMs and monitor S3 bucket usage.
- 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.