

**Key Expertise:**

- Systems/Network Administration
- Routing & Switching
- Troubleshooting
- Firewall Installation & Management
- System Configuration & Installation
- Complex Problem Resolution
- IT Help Desk Specialist
- Computer Imaging

**Education:**

- IT Help Desk Specialist, Generation USA, 2021
- Bachelor of Applied Science in Information Technology Networking, 2018
- Associate of Arts Degree in Network Design Administration Seattle Central College

**Coursework:**

- |  |                                    |
|--|------------------------------------|
| • Network Communications               | • Enterprise Routing CCNP          |
| • Network Operating Systems            | • App & Networking Monitoring      |
| • Routing Protocols                    | • DEVOPS Administration            |
| • Network Management CISCO I,II,III    | • UNIX Operating System            |
| • Network Security                     | • Virtualization & Cloud Computing |
| • Hardware and Network Troubleshooting | • Windows Security                 |
| • Mobile Devices                       | • SOHO Networks                    |

**Summary:**

- A professional Engineer living out a proven passion and strength to troubleshoot, maintain, and manage IT and Network Administration initiatives.
- Recognized for delivering projects and solutions early and connecting and providing exceptional customer service.
- Making sound decisions to drive program/projects, ensuring seamless execution and company goals and objectives met.
- Known for quickly adapting to operations and keeping the IT department running smoothly.
- Professional PC hardware and software installing, configuring, diagnosing and troubleshooting.

**Technical Proficiencies:**

- C#, Python, Automation, XML, WAN/LAN, Linux, Windows, MySQL, MS Office, Active Directory, Network Hardware, Firewalls, Cisco, Switches, Routers, TCP/IP, DNS/DHCP, AWS, Azure, VMware, Windows Servers

**Professional Experience:**

**Microsoft, Zen3 Infosolutions Microsoft New Capacity, Redmond, WA                      2019**  
**Service Engineer**

- Joined and actively worked with the New Capacity Team in Exchange Online Protection to expand, maintain, and debug different aspects of new forests and sites while bringing up and helping push a highly available and scalable infrastructure for whatever resource it may need

- PowerShell (Scripting, module creation, Functions creation), Remote Sessions and custom commands, Debugging Datacenter Servers, Blades, Racks, TOR's (Switches), Chasses Manager and Active Directory.
- Perform initial configuration and provision for deployment: Rack Elevation, Server Import, Deployment
- Network connectivity troubleshooting, ping, tracert, telnet.
- Investigating, diagnosing and resolve all network problems.
- Configure, monitor, and maintain sites and forests in Datacenters using Microsoft resources and RAS to work remotely on different regional forests and their sites.
- Provide support in troubleshooting and ticketing system.

**Caliber Home Loans  
Systems Specialist**

**2018**

- Maintained asset inventory and hardware health for a staff of 60 employees across 10 sites throughout Washington.
- Hardware included laptops, phones, all networking equipment, routers, desktops, and monitors for latest Dell and Lenovo hardware.
- Point of contact for troubleshooting and managing hardware health checks and failures on all equipment (up to 60 per day), sending out warrantied items and updating system accordingly.
- Ensured all software was updated by performing Windows/Lenovo desktop/laptop imaging and maintenance as needed.
- Troubleshoot and identified outdated, malfunctioning, and properly operating hardware to determine disposal, repair, and/or updates needed.

**Information Technology Computer Support Assistant (Internship)  
Downtown Emergency Service Center**

**2018**

- Spearheaded end to end execution and management of corporate IT conversion from hardware to a cloud-based network (from desktop to cloud windows 10) for more than 20 locations.
- Deployed, staged, and lead team to finish hardware transfer under scheduled due date.
- Partnered with 2 IT team members and helped transition 500 clients and employees, coordinating installation and configuration with managers and supervisors.
- Trained employees on how to use Windows 10, delivering IT hardware and software support to DESC clients on Rapid Scale cloud-based virtual desktop environment.
- Navigated multiple programs/projects simultaneously, creating a joint domain and installing and configuring Dell/Lenovo thin client, firewalls, printers, laptops and workstation setup.

**Seattle Central College  
Network Engineer (Practicum)**

**2018**

- Developed application with C# and Python using automation script to install open-stack.
- Accountable for configuring and installing a wide range of network equipment including Cisco and IBM hardware: Servers, Switches, Routers, etc.