

# MAX B. GONZALEZ

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## EXPERIENCE

FEBRUARY 2020 – PRESENT

**IT SUPPORT TECHNICIAN, CITY OF PERRIS**

- Provide insights on methodology frameworks to improve service delivery and security.
- Improve network and system resiliency by implementing proven industry best practices.
- Document design architecture, processes and formalize procedures to maintain the network efficiently.
- Facilitate interdepartmental communication to identify critical upgrade road maps for the City.
- Maintain clear administrative tasks to continue vendor relationships.
- Ticket escalation point of contact for the help desk technicians.

NOVEMBER 2018 – PRESENT

**SOLUTIONS ARCHITECT, BANDERAS IT**

- Design infrastructure, maintain company data, and develop operational procedures.
- Accounting and book balancing for the company.
- Marketing the company's product and services, including advertising, selling and maintaining partnerships.
- Establish and maintain vendor and distributor relationships.
- Create solutions as R&D through interaction with industry best practices.
- Solutions Architect responsibilities below for the company's clients.

JANUARY 2017 – NOVEMBER 2018

**SOLUTIONS ARCHITECT, AKINS IT**

- Administer, maintain and manage servers and endpoints for MSP clients, amounting to 15 clients and totaling to 700 devices, including cloud/virtualized environments, backups, domains, end-points, etc.
- Consult solutions for small business to improve productivity, end-user experience, and performance on company environments.
- Plan, research, and assess hardware and software needs for business.
- Ensure all company data is safe secure and recoverable in case of disaster.
- Internal IT support for Akins IT's infrastructure including CRM, Quoting, Time management, Book balancing, end-user support, and cloud/virtualized environment.
- Produce cost-analysis reports for projects, security audits for company networks, and ensure cyber-compliance requirements.

## EDUCATION

AUGUST 2020 – PRESENT

**INFORMATION SYSTEMS AND CYBER DEFENSE, RIVERSIDE CITY COLLEGE**

OCTOBER 2014 - JANUARY 2016

**COMPUTER SCIENCE, ORANGE COAST COLLEGE**

JUNE 2013 - MAY 2014

**COMPUTER SCIENCE, UNIVERSITY OF CALIFORNIA, IRVINE**