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IT Skills

- Windows Server & CentOS
- Python, SQL, HTML & CSS
- TCP/IP Troubleshooting
- Technical Support Tier I & II
- Microsoft Windows 10, MAC OS, Linux, Android
- Project Management & Workflow planning
- DHCP & DNS Troubleshooting
- Network Administration
- Asset Management
- Linux
- MikroTik routing & Wireless Technologies
- Computer Hardware
- LAN/WAN/PAN/VPN
- Security Application management (Kaspersky) Firewall
- Cloud Computing
- Disaster Recovery planning
- Mobile Device support
- System Backup & Recovery

Experience

- Deployed multi-site VPN networks, including Virtual Routing fail-over, managed access wireless.
- Worked with SQL Server to store voice calls and text messaging
- Ran Phishing campaigns using CENTOS Linux and other security practices.
- Management of various clinics with over 4,000 users using Hyper-V Microsoft Windows Server, Active Directory.
- Worked heavily with Medical platforms such as Medisoft and Nextgen that ran on various Windows environments.
- Application development focused primarily on data access, general monitoring and maintenance of deployed systems.
- Configured and connected routers, switches and VLAN's. Setup for Client to Site VPN. Performed common network troubleshooting
- Assisted clients with diagnosis of software and hardware issues.
- Handled support tickets, collaborated with internal and external technical support to establish a root cause.
- Worked within budget specification while able to continuously improve existing systems.
- Created standard documentation for any changes made regarding hardware, network and security.
- Assembled client machines and hosts by using proper hardware. Repaired hardware.
- Managed Security infrastructure (Physical & Logical) using various firewall techniques to monitor inbound and outbound traffic.
- Configured and tuned network equipment and overall computer network.
- Various management for different services provided to clients such as SaaS and PaaS

Employment

Mission Critical Solutions (MCSI)

2020

IT Systems Administrator:

Assist customers with network, systems, and application development. Primarily focused on medical clinics. Working with a team of 2 to 3 people, design, develop, deploy and monitor networks, systems, and custom software packages to assist with business processes.

Sears

2015-2016

Network Technician

Accept payments from customers and give customer service. Troubleshoot registers and mobile products within the electronics department (hardware maintenance). Configured laptops, phones and fixed software issues.

Vacasa

2018-2019

IT Service Desk Technician

Track and update software and hardware inventory. Provision hardware and setup new hire workstations Work on IT Tickets in a organized and timely fashion. Troubleshooting, resolving and documenting incidents and solutions troubleshooting WiFi, printing, conference room issues. Work heavily with MAC OS and Microsoft Office/Gsuite.

Education

Western Governors University

2019-2021

- B.S. Information Technology
- Business Management
- Networking

Clackamas Community College

2015-2018

- General Studies
- Computer Science
- Mathematics

Mount Hood Community College**2018-2019**

- Cyber/Computer Forensics and Counterterrorism
- Emphasis on CCSP and SSCP
- Fundamentals of Security

Industry Certifications

- ITIL®1 Foundation AXELOS
- A+, Network+, Security+, Cloud+, Project+ (Comptia)
- Certified Incident Handler (EC-Council ECIH)
- LPI Linux Essentials
- Certified Internet Webmaster – Site Development Associate (CIW-SDA)
- Secure Infrastructure Specialist (Comptia), IT Operations Specialist (Comptia)

References:

Available upon request