

Erals Delao

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NETWORK & SYSTEM ADMINISTRATOR

- Highly skilled engineer specializing in both network and system administration; experienced in maintaining, troubleshooting, and configuring enterprise-level networks, providing technical support and solutions with quick and efficient turn-around
- Proven ability to improve system up time and system resiliency, based on single-handedly solving over 250 unique 3rd and 4th tier trouble tickets, consisting of some of the industry's most challenging trouble tickets from the Department of Defense and top IT companies worldwide
- Able to clearly understand problems and provide solutions using troubleshooting, critical thinking, and communication, with the ability to decipher complex networking problems and put them into easily understandable presentations for target audiences
- Extremely organized and highly skilled in deploying and implementing resources that are budget dependent and critical to company operations

CORE STRENGTHS

- Strong Leadership and Communication Skills
- Strategic Planning & Operations
- Technical Support & Assistance
- Network Mapping, Network Issue Debugging & Network Traffic Analysis
- Assemble, Configure & Troubleshoot Hardware & Software issues on Windows Servers, with Linux Platform awareness
- Quality Testing & Assurance
- Product Enhancement & Optimization
- Reporting & Documentation
- Diverse & Adaptable Skills

TECHNICAL SKILLS

- Network & System Configuration and Administration (All Windows Platforms) & Cisco Enterprise Switching, Routing and VLANs
- OSI and TCP/IP Protocol Stack
- Layer 3 Routing Protocols (OSPF, RIP, EIGRP) & Cisco IOS Operating System
- Transparent Bridging & Layer 2 Protocols (Spanning Tree, VTP)
- Internet Technologies (DHCP, DNS, SMTP, Active Directory, Group Policy)
- Secure Data Recovery, Backup, & Restore

EDUCATION & PROFESSIONAL DEVELOPMENT

Acuitus Advanced Information Technology Program

October 2019-May 2020

Acuitus, in concert with DARPA – the nation's premiere research organization – the US Navy and Army, the Gates Foundation and Stanford, spent ten years developing a program to quickly transform entry-level military personnel into highly competent, senior-level ITs. The program builds around a thousand hours of immersion, where each participant is expected to solve hundreds of very hard designs, configuration and troubleshooting problems quickly and on their own, but where each participant also has a dedicated, exceptional, expert IT mentor/tutor. The results in the military have been stunning – graduates quickly rise to the top of their commands. I was part of the 2019 civilian-program launch. It was a unique, powerful, transformational experience, preparing me to immediately take on some of the hardest challenges in the IT field.

Art Institute of Portland, Graphic Design

April 2015-August 2017

Skills: Adobe Illustrator, Adobe InDesign, Adobe Photoshop, Typography, Logo Design

MCSA Certification

Expected September 2020

CCNA Certification

Expected January 2021

CAREER HISTORY

Acuitus Inc., Sunnyvale, CA
Network & System Administrator

October 2019-May 2020

Single-handedly solved over 250 3rd and 4th tier trouble tickets from the Department of Defense, US, and International companies. Gained over 1000 hours of hands-on experience, designing, building, and troubleshooting enterprise-class Windows and Linux servers and Cisco networks. Well versed in the concepts underlying the technology across most facets of IT, with confidence to tackle both problems that are understood as well as new technologies as they arise.

- Collected information to analyze and evaluate existing systems; research, plan, install, configure, and troubleshoot systems as well as hardware and software interfaces
- Configured, monitored, and administered Domain Controllers, Active Directory, File and Exchange servers, DHCP and DNS for Windows Server 2003/2008/2012/2016 platforms
- Configured multiple complex networks according to best practices
- Actively communicated all configurations, troubleshooting, and maintenance in organized logs

Tin Pot Production Kitchen, San Carlos, CA
Ice Cream Spin Technician

June 2019-October 2019

- Prepared all menu items following recipes, and tasted all products made
- Learned what all menu items are supposed to look and taste like and maintained quality
- Maintained complete knowledge of correct maintenance and use of equipment; used equipment only as intended, properly and safely
- Completed daily inventory tasks and alerted Spin Lead of foreseeable inventory issues
- Organized ice cream products and practiced first in, first out (FIFO)
- Maintained proper storage procedures, minimized waste, and ensured cleanliness of kitchen and spin room
- Followed general kitchen safety guidelines and complied with the kitchen's policies and procedures
- Communicated effectively with co-workers, management, and other departments
- Performed Lead duties in absence of Spin Lead

Din Tai Fung, Santa Clara, CA
Prep Cook

January 2019-April 2019

- Demonstrated versatility by learning the ingredients, preparation, and proper cooking of over 25 menu items
- Sustained kitchen environmental standards by achieving general culinary skills and knowledge such as food handling, storage temperatures, sanitation, and food preparation
- Constantly attained knowledge of the business, presentation techniques and strategies to increase efficiency and resourcefulness
- Effectively worked with team members and managers to deliver great customer service