

STEVEN LOPEZ

IT SUPPORT | NETWORK TECHNICIAN

AREAS OF EXPERTISE

Amazon RDS/Aurora/DynamoDB
Printer & Computer setups
Networking Security
IAM, Route 53, Lambda
Cloud Infrastructure
Cloud Computing
EC2 Instances, VPCs
Active Directory
LAN and WAN setups
Information Security
Networking Architecture
Networking Protocols
Configuring routers & switches
Active Directory User & Computer

LICENSE AND CERTIFICATIONS

Cisco Certified Network Associate
Compia Security+
AWS Solutions Architect Associate

LANGUAGES

English

PERSONAL SKILLS

Problem Solving
Leadership
Team Player
Energetic
Enthusiasm
Integrity
Creative thinker
Analytical
Excellent Communicator

PERSONAL DETAILS

Location: Culver City, CA
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E: stevenlopez@outlook.com

PERSONAL SUMMARY

A technically minded and highly qualified multi-disciplined datacenter technician, with the ability to provide technical direction in systems development, integration and security testing. I am willing to take ownership of issues until they are fully resolved and am committed to my own continuous education, certification and self-improvement. Furthermore, I have the personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

WORK EXPERIENCE

REGENT TECHNOLOGY SOLUTIONS, LLC

DATACENTER TECHNICIAN | C.W. AT SNAP INC - DEC 2020 - PRESENT

- Provide technical documentation and IT infrastructure audits to Deployment Engineering team at Snap Inc.
- Troubleshoot and maintain enterprise grade networking and various server equipment.
- Identify areas for process and efficiency improvement within datacenter operations; recommend solutions and assist in overseeing implementation.

NEP-BEXEL BROADCAST SERVICES

AUDIO ENGINEER - APR 2018 - DEC 2020

- Facilitated technical audio configuration for major broadcast events, including the Oscars, Super Bowl, 2019 NBA Finals, 2014 World Cup, and various MLB post-season games.
- Assist high profile television networks with audio technical support such as ESPN, NBA-TV, Turner Sports and TBS.
- Architected communication networks using a variety of technology (wireless, VoIP, Dante).

BEXEL BROADCAST SERVICES

OPERATIONS TECHNICIAN - SEP 2013 - APR 2018

- Inspected professional audio/video packages returned by clients and generated loss and damage reports to inventory department to ensure adequate stock levels.
- Assisted in preparation for show buildups, locating and gathering equipment for internal engineers.
- Supported key merger with NEP following acquisition, assisting senior manager to create optimal transition.

KEY SKILLS & COMPETENCIES

- Working knowledge of major networking components & hardware components.
- Extensive hands-on technical experience of network engineering standards.
- Technical analyzing, problem solving and problem pre-empting skills.
- Excellent fault finding and diagnosis skills at component level.
- Reading electrical design specifications and technical drawings.
- Understanding of Cisco routers and switches.
- A good working knowledge of all levels of IT support.
- Excellent telephone manner and customer service skills.
- Able to diplomatically manage customer's expectation.
- Adaptable and able to work effectively in a changing environment.
- Able to work on a multiple high priority tasks simultaneously.
- Strong experience in VoIP, routing, switching, firewalling and VPNs.
- Experience of maintaining and repairing equipment and changing components.
- Using network monitoring and performance software to get to the root of a problem.

ACADEMIC QUALIFICATIONS

Art Institute of California - Los Angeles

Bachelor of Science in Audio Production - 2009 - 2012

REFERENCES - Available upon request.