

Gerardo Castillo

Telephone: (206)-549-6136 Email: Jerrycastlesuper@outlook.com

Profile

Seeking a highly rewarding career in Informational Technology. Five years of excellent customer service experience, soft skills to achieve, excel, and evolve. Demonstrated capabilities in all aspect of technology including critical thinking, building, planning, documentation, and troubleshooting. Proven record of success, resolving customer inquiries and meeting company goals.

Skills & Abilities

Operating Systems	Windows OS, Windows Server 2008 & 2012 R2, Mac OSX, Linux Ubuntu
Server	Active Directory, PowerShell, DHCP & DNS, Virtualization, Software Installation
Computer Systems & Applications	CompTIA A+ Maintenance, install & configure laptops and mobile devices, Install support OS including command line & client support, Troubleshooting PC & mobile devices, hardware and network troubleshooting
Networking	OSI & TCP/IP, DCHP & DNS configuration, IPv4 & IPv6, Routing and Switching Wireshark, VLANs
Security	Network and System Security, Firewall, Security Policy, Group Policy, NAT, PAT, ACL, Switch Port Security
Software	Microsoft Word, Microsoft Visio, MS Office, PuTTY (Server Terminal Emulator)

Certifications

- OnGuard Lenel Certified
- Cisco Certified Entry Networking Technician Course Completion
- Axis Video Certified Profesional
- Genetec Enterprise and Omnicast Certified

Education

Perry Technical Institute - Yakima WA December 2018
Information Technology and Communication Systems

Experience

Convergint Technologies - Seattle - WA

Program Specialist Nov 2018 – Present

- Install, configure, and support network systems and equipment for assigned Security projects
- Work directly with client IT departments, providing IT/networking consulting support for clients
- Execute technical aspects such as programming, graphics development, commissioning equipment, customer training, close-out documentation, and on-going technical support
- Responsible for building, maintaining and providing security on routers and firewalls
- Configure SQL databases for customers that have access control, create CCTV servers for video surveillance
- Provide customers with database management, configuration and support LAN or WAN networks, monitor networks, maintain network hardware and software

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