**Education**

* Bachelor of Science | Computer Information Systems | University of Houston, TX | 2017-2020
* Associates Degree | Liberal Arts & Humanities Santa Monica College, CA | 2014-2017

**Experience**

**Service Desk Engineer II | Ipanema Solutions - Houston, TX | June 2018- July 2020**

* Maintained physical and virtual Windows Servers – OS updates, Active Directory, troubleshooting
* Microsoft Office 365 administration – Exchange, Teams, Security and Compliance
* Phone System installation and administration – Avaya, Mitel, ComXchange
* Performed computer staging and installations – Windows OS 7/10
* Provided remote desktop support and solved client technical problems via company ticketing system
* Performed computer upgrades, malware cleaning, and OS updates
* Installation and basic management of network switches – HP, Cisco
* Wi-Fi management - Zone Director, Ubiquiti Networks, Aruba Central
* Firewall hardware installation and management – WatchGuard, SonicWall
* Generated daily system reports for CEO review
* Installed and Managed Security Surveillance Systems - HIK Vision, Samsung Techwin
* Installed, managed, and troubleshooted client display boards – Janus Displays and Four Winds Interactive
* Hotel system management – PMS, POS, GRE

**Systems Architect Intern | Ipanema Solutions - Houston, TX | August 2017– June 2018**

* Performed corporate office and hotel computer hardware installations - Windows OS 7/10, and printers
* Created IT equipment purchase quotes for company clients
* Delivered IT equipment using company transportation vans to and from project locations

**Certifications**

* Kramer Control System Programmer
* HPE Sales Certified – Aruba Products and Solutions

**Skills**

* Excellent customer service and troubleshooting skills
* Windows server, computer hardware and software installation
* Microsoft Windows 7/10 and MacOS
* Basic Network management and maintenance
* VOIP phone system administration
* Opera, Lightspeed, Fosse, ONQ, Micros, Saflok, Vingcard, LG Procentric

**Languages**

* Fluent in English and Spanish