**Angel Delgado**

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**IT Teachnician**

Dynamic, multi-talented, professional with a keen interest in information technology. Adept at leading employees and personnel to ensure goals are met. Skilled at communicating with staff at all levels. Fluent in English and Spanish, providing exceptional customer service and support.

**Key Qualifications**

Active Directory | Azure | DHCP | DNS | PowerShell | VPN | IP Management | Hyper-V | GPO Management | Windows server 2016 Troubleshooting | Organized | Trustworthy | Leadership | Collaboration | Integrity | Customer Service| Bilingual Multi-tasking | Favorable Security Clearance

**Professional Experience**

**Microsoft Software and Systems Academy (MSSA),** Lacey, WA **Jan 2020 – Present**

Participate in MSSA program to gain informational technology skills to transition into IT sector. An 18-week administrator program that includes academic and technical training, certification testing, and practical exercises aligned to meet urgent industry needs. Learning to design and deploy virtual and physical servers and complete cloud hosting and computer, systems integration, and internet/intranet development.

* Designed a Multi-Master Active Directory solution based on windows server 2016, deploying and administering Active Directory Domain Services, implementing, security policy, passwords, group policies, assigning users roles and features in Azure.
* Developed a web-based cloud solution in Azure, implementing, and configuring a File server, Web Server, Admin Domains, along with group policies, certificates, and Azure Load balancer.
* Successfully installed and configured a DHCP/DNS server, configuring scopes and sites, and integrating with ADDS utilizing Windows PowerShell cmdlets.
* Configured and deployed Windows 10 OS on outdated computers along with updating drivers, installing dual monitors and switching over to Wi-Fi using usb adaptors for a small cognitive therapy business.
* Created a PowerShell functions implementing geo codes, and API’s, and translating information into PSObjects.
* Developed and configure private, DNS, DHCP, and VPN servers on a Raspberry Pi for personal computers.

**United States Marine Corps,** Yakima, WA **Jun 2015-Present**

**First-Line Supervisor**

Train and manage the welfare of 13 employees. Oversee and monitor entry-level employees, developing, and leading by example. Operate, maintain, and troubleshoot the M1A1 Abrams tank and maintain over $4M in equipment.

* Ranked in top 5 personnel in unit for ability to lead marines under intensive training while working alongside the Finish Army.
* Worked alongside various levels of management and developed ways to hinder burnout of the junior employees, leading to an increase of 50% in work productivity.
* Trained entry-level employees to successfully operate weapons and successfully passed mandatory exam with over 90% grade.
* Led and utilized team skills while training in extreme weather, rising to 125 degrees and successfully troubleshoot a non-operable tank in the Mohave desert with limited equipment. This led to the accomplishment being qualified as a tank crew.

**Airbnb, Inc**, Yakima, WA **Jun 2019-Present**

**Airbnb Manager**

Supply superior service to guest, managing three employees with various tasks given to maintain status as a Superhost.

* Accelerated in the ability to respond to clients shifting to automated technologies increased bookings by 25%.
* Developed and deployed excel spreadsheets tailored to each employee on monthly financial reports including a balance sheet, payroll, and other miscellaneous expenses.
* Managed and motivated three employees, collaborating with other hosts to develop strategic plans to hinder negative feedback and provide an overall 5-star experience.
* Implemented and used Spanish-speaking skills to communicate with non-English speaking guests.

**Uber Technologies & Lyft Inc,** Seattle, WA **Dec 2018-Present**

**Self Employed**

Drive for Uber and Lyft, maintaining safety and transportation of clients. Observe and engage in a suitable manner per client. Strive to provide the most memorable experience maintaining a polite and professional attitude in uncomfortable conditions.

* Recognized for ability to provide 5 out of 5-star customer service, leading to an increase in incentives for both platforms; received award for high customer service with badges.
* Developed strategic routes on an Excel spreadsheet to increase amount of time on the road and decrease the amount of time without a client.
* Successfully accepted 97% of assigned clients, leading to an increase in customer service and work ethic.
* Created Excel spreadsheets and maintained files to keep track of maintenance, miles, and miscellaneous expenses; improved management skills and proficiency with Microsoft excel.

**Various Organizations** **2014-2019**

**Volunteer**

* Volunteered at Safehaven afterschool program for underprivileged teenagers Toppenish, WA.
* Provided aid for people of Church of the valley in Toppenish, WA.
* Assisted in community Mural in a day in Toppenish, WA.
* Assisted individuals in Medical relief externship Santa Domingo, Dominican Republic.
* Volunteered at an orphanage in Pajacuran, Mexico.

**Education**

**Yakima Valley College**, Yakima, WA Completed **2019**

**DTA-AA Direct Transfer**

* Dean’s list
* Honor Roll Status

**Saint Martin’s University**, Lacey, WA Completed **2020**

**Bachelor of Science in Computer Science**

* Computer Science Certification

**Certificates | Independent Learning**

MTA 98-366 Network Fundamentals

FedVTE Security and DNS

Microsoft Network and Windows server 2016 Udemy Course

Microsoft Active Directory for windows server 2016 Udemy Course

PowerShell 10-Hour Udemy Course

CompTIA Security + 10-hour Udemy Course

GitHub personal projects <https://github.com/Delgado1812>

Actively learning JavaScript and Python.