**Armando Silva**

**CERTIFICATIONS**

* CompTIA A+
* Microsoft MCSE 2000

**TECHNICAL SKILLS**

* Experience performing forensic imaging using Paladin, EnCase, EnCase Imager, and FTK Imager.
* Experience with ransomware decryption (Dridex) and sanitization of data to be provided to users.
* Computer expertise in workstations deployments.
* Active Directory expertise, users and groups management.
* Junior server administrator, MS Server 2008 to 2019.
* Manage deployment of windows machines with SCCM in enterprise environment.
* In depth knowledge of Windows ME, NT 4.0, XP, 2000 Workstation and Server, Windows 10.
* Software knowledge in Operating Systems: Windows Family (Win 3.1, 95, 98, ME, NT 4.0, 2000 Pro and Server, Windows 2019 server, Windows 10), Linux, BSD.
* Software knowledge in Applications: VMware, Virtual Box, both Windows and Linux.
* Experience in partitioning, formatting and cloning Hard Disks.
* Proficient in providing printers and Networks support.
* Familiar with Basic Computer Service Concepts and General PC Architecture.
* Experience with Memory, Disk System, and Bus Architecture.

**PROFESSIONAL EXPERIENCE**

**LRS Consulting Sept 2019- Feb 2020**

*Forensic Engineer*

* Forensic imaging of laptops, desktops and servers using Paladin boot media, Tableau forensics bridges and EnCase and FTK Forensic imaging of laptops, desktops and servers using Paladin boot media, Tableau forensic tools.
* Using forensics tools and investigative methods to find specific electronic data.
* Investigating Internet use history, word processing documents, images, and other files.
* Using technical skills to hunt for files and information that have been hidden, deleted or lost.
* Using expertise in a corporate setting to protect computers from infiltration, determining how a computer was broken into or recover lost files.
* Decryption of ransomware and sanitizing data.
* Troubleshooting BIOS configuration issues for new systems that would not boot.

**Robert Half July 2019- August 2019**

*Information Technology Specialist*

* Assisted in the deployment of Dell Windows 10 machines (200+).
* Backing up data, reimaging workstations, setting up new user’s profiles.
* Mapping and configuring printers and scanners.
* Helpdesk support via phone and RDP.
* Assisted in the deployment of new smartphones to end users.

**Redlands Unified School District May 2019- May 2019**

*Information Technology Specialist*

* Assisted with the support of the CAASPP testing. Testing requires a great degree of personal tact, the ability to interpret and prioritize work assignments amidst constant interruptions, effective and professional communication, and sensitivity to confidentiality issues.
* Responsible for the preparation, deployment, and troubleshooting of computers and networks within RUSD.
* Manage deployment of windows machines with SCCM in enterprise environment.
* Resolved issues for staff, student Windows, and Office 365 accounts.
* Imaged, installed, and supported many Windows 7/8/10 workstations.
* Monitored and assisted in troubleshooting both wired and wireless technologies at multiple
* school campuses.
* Repaired and assisted with iPads, classroom audio/video systems, document, cameras, printers, projectors, and many other programs, technologies, and peripherals utilized in classrooms.

**Charter Communications** Nov 2005-Apr 2019

*Broadband Senior Tech IV*

* Install and troubleshoot cable TV, phone, and internet in residential and business accounts.
* Performed cable creations and terminate cables as needed.
* Experience with Cat 5, Cat 6, and RJ45 cables.
* Installed and troubleshoot routers and configured network connectivity.
* Familiarity with TCP/IP protocols.

Self-employed Sept 2002 to Apr 2019

*Computer Repair Technician*

* Install, troubleshoot, and repair PC’s, Macs. Install Windows, Mac and Linux OSes.
* Eighteen years’ experience in computers.
* Knowledge in building, repairing, troubleshooting PCs.

**Palm Springs Unified School District Apr** 2002 to Sept 2002

*Computer Technician*

* Assist teachers and students with PC/Mac issues.
* Installed and configured printers.
* Performed data backups and recovery.
* Imaged and deployed Windows workstations with GHOST.
* Assisted in classroom setup such as: software installs and LAN/WAN setup.
* Built file server for classroom.

**Washington Mutual- Aquent Oct** 2002 to Feb 2003

*Information Technology Specialist (Contractor)*

* Installed and replaced desktop with laptops at their California branches.
* Installed printers and provided tech support on hardware/software as needed.
* Imaged and deployed Windows workstations.
* Performed data migration, backup and recovery.
* Assist with any end users’ account issue.

**Education**

* French: first grade to eighth grade.
* Portuguese: ninth grade to twelfth grade.
* GED, Boise State University.
* Some college, Computer System 1.
* Certifications: MCSE 2000, CompTIA A+.

**MISCELLANEOUS**

* Fluent in English, Portuguese and French.
* I lived in three different continents, Europe, Africa and America. Most my teenager’s years were in France, Portugal and Mozambique. Came to the United Stated in 1990.