Roland Villa

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**Objective** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Seeking an Entry Level Technical Support position in your organization, currently have 3 months left until I graduate with Bachelors Degree in Information Technology. I’m excited to hear from you and explain how I can be asset to your organization.

**Skills & Knowledge Summary**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* PCI v2 Certification
* Fluent in MS Office 365 Products like Excel, Word, Access, and Power point (8 years of experience)
* Able to remote access on Mac book and Windows 7, 8, 10.

Basic knowledge of programming languages like Python and Java

* Knowledge of Database software Access 2016, and Filemaker pro 12
* Autotask ticket system for every ticket number by each customer
* Able to integrate information systems security for short- and long-term test events that require positive accreditation decision
* Can perform system design reviews and provide recommendations for compliance with company standards and requirements
* Able to review and provide technical comments and findings against system testing requirements and conduct cybersecurity System Level Tests.
* Knowledge of technical inputs for cybersecurity related documentation including Cybersecurity Strategy, Clinger-Cohen Act, Anti-Tamper Policy, and Program Protection Plan.
* Can provide technical inputs for investigations and analyses of cyber security, program protection, anti-tamper, anti-jam considerations for presently fielded and new developments and/or modifications.
* Report system vulnerability compliance and provide technical recommendations on mitigation statements.
* IP Addressing

Employment History \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**INFINITE PERIPHERALS- Irvine, CA- Service Technician/ Key Injection Operator**

2016-Present

* Diagnose product, document repair, testing or assembly activities to include cause of failure, actions taken, parts used, and labor hours.
* Final inspection / Out of Box Quality - including completion of inspection reports.
* Customer service communication to include providing technical assistance, troubleshooting, status checks and other duties as applicable.
* Adherence to all safety, quality, company rules and regulations.
* I created service parts for inventory database with filemaker pro 12
* Key Injection Certified

**Grupo SMS Irvine, CA- NOC Analyst**

2015-2016

♦ Answer phone calls

♦ Autotask ticket system

♦ Mandatory inspection of Temperature generators

♦ Greet every customer

♦ Give access cards to customers to get in the server room

♦Any on demand procedures the Network engineering needed.

**Education** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**University of Phoenix**- **La Palma, CA, BA – Bachelor of Science of Information Technology with an Advance Cyber Security Certificate**

2017-Present

**ITT Technical Institute- Orange, CA, AS – Network Systems Administration**

2014-2016