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| **NETWORK & SYSTEM ADMINISTRATOR** |

* Highly skilled engineer specializing in both network and system administration; experienced in maintaining, troubleshooting, and configuring enterprise-level networks, providing technical support and solutions with quick and efficient turn-around
* Proven ability to improve system up time and system resiliency, based on single-handedly solving over 250 unique 3rd and 4th tier trouble tickets, consisting of some of the industry’s most challenging trouble tickets from the Department of Defense and top IT companies worldwide
* Able to clearly understand problems and provide solutions using troubleshooting, critical thinking, and communication, with the ability to decipher complex networking problems and put them into easily understandable presentations for target audiences
* Extremely organized and highly skilled in deploying and implementing resources that are budget dependent and critical to company operations

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| **CORE STRENGTHS TECHNICAL SKILLS** |

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| * Strong Leadership and Communication Skills * Strategic Planning & Operations * Technical Support & Assistance * Network Mapping, Network Issue Debugging & Network Traffic Analysis * Assemble, Configure & Troubleshoot Hardware & Software issues on Windows Servers, with Linux Platform awareness * Quality Testing & Assurance * Product Enhancement & Optimization * Reporting & Documentation * Business Process Analysis, IT Feasibility & Strategic Deployment of IT initiatives * Diverse & Adaptable Skills * 12 years of Customer Service * Tech savvy with ability to diagnose and resolve technical issues | * Network & System Configuration and Administration (All Windows Platforms) & Cisco Enterprise Switching, Routing, VLANs * OSI and TCP/IP Protocol Stack * Layer 3 Routing Protocols (OSPF, RIP, EIGRP) & Cisco IOS Operating System * Transparent Bridging & Layer 2 Protocols (Spanning Tree, VTP) * Internet Technologies (DHCP, DNS, SMTP, HTTPS, Active Directory, Group Policy) * Security Technology Configuration (Network security, Firewalls, VPNs) * Microsoft Office, Project & Visio, Packet Tracer, Wire Shark Proficiency * Secure Data Recovery, Backup, & Restore * Scripting with Bash, Python and C++ |

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| **EDUCATION & PROFESSIONAL DEVELOPMENT** |

**Acuitus Advanced Information Technology Program 2019-2020**

Acuitus, in concert with DARPA – the nation’s premiere research organization – the US Navy and Army, the Gates Foundation and Stanford, spent ten years developing a program to quickly transform entry-level military personnel into highly competent, senior-level ITs. The program builds around a thousand hours of immersion, where each participant is expected to solve hundreds of very hard designs, configuration and troubleshooting problems quickly and on their own, but where each participant also has a dedicated, exceptional, expert IT mentor/tutor. The results in the military have been stunning – graduates quickly rise to the top of their commands. I was part of the 2019 civilian-program launch. It was a unique, powerful, transformational experience, preparing me to immediately take on some of the hardest challenges in the IT field.

**San Jose State University, San Jose, CA 2013-2018**

B.S. Computer Engineering

**Evergreen Valley College, San Jose, CA 2008-2012**

A.S. Engineering

**CCNA Certification** **Expected Dec 2020**

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| **EDUCATION & PROFESSIONAL DEVELOPMENT - Continued** |

**San Jose State University, San Jose, CA**

***Walking Robot Project* 2017-2018**

* Designed a robot that mimicked human walking motion while avoiding obstructions. The objective was to build the robot from the ground up by selecting necessary components. Our team used an aluminum plate as a framework. Four motors were used as the joints per leg. Therefore, a total of eight motors were used for the whole robot. Three IR detectors were used to scan obstructions to avoid them. The brain of the robot was an 804 embedded microchip; we programmed the behavior of the robot using MPLAB IDE.

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| **CAREER HISTORY** |

**Acuitus Inc., Sunnyvale, CA**

***Network & System Administrator 10/*2019-10/2020**

* I gained the equivalent of 10 years of real-world experience, honed in 1 year during an intensive, immersive, hands-on program at Acuitus.  I went through the commercial version of the program they developed in conjunction with DARPA, with the goal ensuring a newly graduated technician would able to tackle the most complex IT problems and scenarios seen when being assigned to a carrier battlegroup.  Many top tech companies have eagerly hired program graduates, and my program experience makes me an exceptional candidate for the role to which I am applying.  To learn more about the program, please see: <https://www.acuitus.com/hiring>
* Single-handedly solved over 250 3rd and 4th tier trouble tickets from the Department of Defense, US, and International companies. Gained over 1000 hours of hands-on experience, designing, building, and troubleshooting enterprise-class Windows and Linux servers and Cisco networks. Well versed in the concepts underlying the technology across most facets of IT, with confidence to tackle both problems that are understood as well as new technologies as they arise.
* Collected information to analyze and evaluate existing systems; research, plan, install, configure, and troubleshoot systems as well as hardware and software interfaces
* Configured, monitored, and administered Domain Controllers, Active Directory, File and Exchange servers, DHCP and DNS for Windows Server 2003/2008/2012/2016 platforms
* Configured multiple complex networks according to best practices
* Actively communicated all configurations, troubleshooting, and maintenance in organized logs
* Configured NLB clustering solution and troubleshooting the windows server

**Securitas Security Services USA Inc. & Allied Universal Security, San Jose, CA**

***Security Officer and Front Desk Support 01/*2014-11/2018**

* Monitored and authorized entrance and departure of employees, visitors, and other persons with excellent customer service skills to guard against theft and to maintain security of premises
* Prevented losses and damage by reporting irregularities
* Completed reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures
* Maintained environment by monitoring and setting building and equipment controls
* Contributed to team effort by accomplishing related results as needed
* Provided desktop support such as answering calls and providing necessary assistance

**Evergreen Valley College, San Jose, CA**

***Volunteer Tutor at Math and Science Center* 01/2009-01/2010**

* Served students with academic skills development, math, physics, and homework problems
* Facilitated tutorial sessions with individual students or small groups, helping to develop critical thinking abilities and gain an understanding of concepts