

Denis Diaz

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WORK EXPERIENCE

Systems Administrator

February 1st, 2022 - Current

CHEP Brambles

Orlando, FL

- Administered global servers & systems in 250+ sites with Windows Server 2019 including configuration management, testing & staging, implementation, deployment, patch management, upgrades, and general troubleshooting.
- Built, implemented, and deployed virtual machines with VMware vSphere product line including ESXi & vCenter hypervisor to manage ESXi hosts.
- Worked with onsite field technicians and site contact(s) to install & deploy systems during project cutovers.
- Gained experience with ServiceNow platform - used ticketing system, CMDB network discovery features, & report generation.
- Responded to site incidents in adherence with initial contact & response SLAs based on priority levels.
- Supported daily operation of automation systems such as thin clients, HMIs, PLCs, across more than 250+ sites globally.
- Created PowerShell scripts and Excel macros that automated more than 50% of otherwise manual processes.

NOC Technician/Tier 1 Help Desk

May 2021 – January 2022

SemTech IT Solutions

Longwood, FL

- Monitored, identified, and categorized backup issues. Responded to calls-for-service to maintain NOC effectiveness for 16 different companies.
- Worked at the help desk to resolve 8 – 12 tickets daily that came through the company support line and Email.
- Maintained more than 1000 combined company servers, computers, printers, cables and other equipment.
- Triage incoming support tickets, prioritizing requests based on severity and potential operational disruptions to maintain SLAs.
- Installed, supported and maintained company hardware and software infrastructure according to ITIL best practices.
- Worked in Active Directory to create User Profiles and assign correct security permissions.
- Imaged OS and software deployments and addressed any implementation concerns.
- Gained experience with devices such as Datto BCDR and Sophos Firewalls.
- Troubleshoot and resolved issues with peripheral devices such as printers and copiers for end users.
- Supported the Microsoft Suite of Apps and administered Office 365 accounts and emails.
- Supported the CoreDial/Yealink phone systems that were under our direct management.
- Used the following applications and appliances daily on the job: Connectwise Manage, Connectwise Automate, Datto SIRIS/ALTO, Sophos Central Portal, Sophos Firewall.

Warehouse Logistics / Printer Technician

May 2020 – May 2021

Victory Tailgate

Orlando, FL

- Coordinated the packaging and shipment of more than 500+ products a day.
- Assisted in resolving basic troubleshooting issues with office/industrial printers as needed. This involved anywhere from network issues to software-related issues.

Master Driver

December 2018 – May 2020

Papa John's

Kissimmee, FL

- Personally undertook the training of more than 10 individual drivers.
- Resolved an average of 3 customer problems daily. Followed up with customers afterwards to ensure customer satisfaction.
- Prepped and delivered 20 orders daily in a fast and productive manner.

EDUCATION

- **Valencia College**

Fall 2022

General Associate Degree

- **Lambda School**

August 2020 – February 2021

Web Development Boot Camp

CERTIFICATIONS

- CompTIA A+ Certified
- CompTIA Network+ Certified

PROJECTS

- **<http://www.denisdiaz.com>**
 - Portfolio website made using HTML5, CSS3, and JavaScript. Overall work took more than 100 hours of planning, outlining, and live development time.

SKILLS

- **Skills:** Windows Server 2019, VMWare vSphere, Active Directory, Firewalls, Desktop Support, IT support, Office 365, macOS, iOS, Firewalls, Cloud Continuity, Disaster Recovery, HTML5, CSS3, JS, React.JS, Leadership, Customer service, Adaptability, and Bilingual.