

# Denis Diaz

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## CERTIFICATIONS

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- CompTIA A+ Certified
- CompTIA Network+ Certified

## WORK EXPERIENCE

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### Systems Administrator

February 2022 - Current

*CHEP*

*Orlando, FL*

- Set up server with VMware ESXi.

### NOC Technician / Tier 1 Help Desk Analyst

May 2021 - Current

*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.
- Imaged OS and software deployments and addressed any implementation concerns.
- Worked in Active Directory to create User Profiles and assign correct security permissions based off of employee title and tenure.
- 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

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### Valencia College

*Associate of Arts in Information Technology*

**Spring 2021**

*Kissimmee, FL*

### Lambda School

*Web Development Boot Camp*

**August 2020 –**

**February 2021**

## PROJECTS

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- **<http://www.denisdiaz.org>**
  - Portfolio website made using HTML5, CSS3, and JavaScript. Overall work took more than 50 hours of planning, outlining, and live development time.

## SKILLS

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- **Skills:** Microsoft Windows, Microsoft Windows Server, 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.