

## SUMMARY

Linux System Administrator with 3+ years of experience in configuring and maintaining Linux servers, technical support, and problem-solving. I am dedicated to ensuring secure, stable, and efficient server environments to support organizational goals.

## EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District


 Jun 2022 – Ongoing

 Avondale, AZ

- Managed server and user account administration
- Administered Linux servers for school network, ensuring reliable system performance and integrity
  - Performed user account and security management, maintaining compliance with audit requirements
  - Installed system upgrades, patches, and software, resolving issues for seamless operations
- Created support app for 14,000 users in district
- Built Microsoft Power App with O365 and SharePoint data integrations to deliver relevant information to users
  - Reduced user information requests by over 90%, eliminating wait times for data

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints

 May 2020 – May 2022

 Syracuse, NY

- Provided Linux system and technical support
- Supported over 3,000 users with Linux-based devices during a rapid transition to remote operations
  - Implemented security measures and VPN access, reducing security incidents by 40
  - Developed technical documentation to aid in user onboarding and troubleshooting
- Systemized and automated routine tasks
- Automated weekly tasks using scripting languages (e.g., Bash), increasing efficiency by 25
  - Monitored server hardware and software performance, ensuring 99.9

## EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University


 Expected May 2026


 Online

- Currently 4.0 GPA, pursuing expertise in server administration and big data systems

Associate of Science in Computer Science

Rio Salado College

 August 2024

 Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA, with a focus on system administration and software development

## SKILLS

- Linux Server Administration
- Bash Scripting
- User Account Management
- System Upgrades & Patching
- Technical Documentation
- Problem-Solving
- Collaboration
- VMWare VirtualBox
- Remote Help Desk Support
- Microsoft Power Apps
- Network Monitoring
- Process Automation
- Python
- SQL
- Adaptability
- Written Communication
- Continuous Improvement