


SUMMARY

Systems Engineer with experience in Tier 1 support, cloud services (Microsoft 365, Azure, Google Enterprise), and network troubleshooting. Skilled in managing user accounts, performing system maintenance, and resolving technical issues for workstations, servers, and cloud environments. Dedicated problem-solver with strong documentation and communication skills, committed to providing timely support and maintaining data integrity.

EXPERIENCE


Information Technology Support Specialist

 Jun 2022 – Ongoing

Provided Tier 1 helpdesk support for cloud and on-premises systems

- Resolved issues related to workstations, servers, and cloud services, ensuring minimal downtime and high user satisfaction
- Assisted in the management and implementation of Microsoft 365, Azure, and Google Enterprise services, supporting seamless operation across the infrastructure
- Managed user accounts and permissions through Active Directory, ensuring secure access and compliance with security protocols


Tolleson Union High School District

 Avondale, AZ

Supported network configurations and documentation

- Configured DNS, VPNs, and firewalls to maintain secure and reliable network connectivity
- Conducted asset management tasks, including inventory tracking, warranty management, and lifecycle classification
- Maintained clear and accurate documentation of processes, configurations, and system diagrams to support team efficiency


Software Developer & IT Support Specialist

 Dec 2022 – Ongoing

Managed cloud services and workstation support

- Assisted with the implementation of cloud services (Microsoft 365, SharePoint, OneDrive), supporting users in configuration and troubleshooting
- Provided helpdesk support for Mac, Linux, and Windows operating systems, ensuring optimal workstation performance
- Participated in cloud and on-premises migrations, minimizing disruption and maintaining system availability


by The Lindemans

 Glendale, AZ

Enhanced security and disaster recovery initiatives

- Supported data backup and disaster recovery strategies, ensuring the protection and availability of critical data
- Applied security best practices in system configurations, enhancing overall infrastructure security and compliance
- Collaborated with cross-functional teams to resolve technical challenges and improve system performance


Mission Technology Specialist

 May 2020 – May 2022

Delivered on-site and remote IT support

- Provided first-line support for workstations and network systems, troubleshooting issues and escalating complex problems as needed
- Configured and maintained user accounts, ensuring proper access control and adherence to security protocols
- Assisted in the setup and maintenance of servers, workstations, and network devices, maintaining high availability and performance

The Church of Jesus Christ of Latter-Day Saints


 Syracuse, NY

Supported user training and documentation

- Created user guides and technical documentation to enhance user understanding and streamline support processes
- Participated in disaster recovery planning, including regular backups and restoration testing to ensure data integrity
- Demonstrated strong problem-solving skills and adaptability in a fast-paced, dynamic work environment


EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

 Expected May 2026

Focus on Cloud Computing, IT Support, and Network Security; currently maintaining a 4.0 GPA

Arizona State University


 Online

Associate of Science in Computer Science

 August 2024

Graduated Summa Cum Laude with 3.9 GPA; coursework included IT Support, Cloud Services, and Network Administration

Rio Salado College

 Tempe, AZ

SKILLS

Tier 1 Support

Microsoft 365

Google Enterprise

Active Directory

Network Troubleshooting

Cloud Migration

Documentation

VPN Configuration

DNS Management

Disaster Recovery

Asset Management

Problem-Solving