

SUMMARY

Skilled IT Engineer with over 5 years of experience in Linux administration, web application support, and helpdesk Level 1-2 support. Extensive background in troubleshooting, network optimization, and managing server environments (Linux and Windows). Strong experience with IP networking, VPNs, firewalls, and secure network protocols. Adept at supporting critical systems, including dialer systems (Five9, NICE, Genesys), with a focus on customer service and operational efficiency. Willing to learn new technologies and improve processes to optimize systems and user experiences.

EXPERIENCE

IT Engineer

Tolleson Union High School District

Jun 2018 – Ongoing

Avondale, AZ

Administered and supported Linux and Windows server environments

Led network optimization and server troubleshooting efforts

- Managed Linux-based web applications, providing technical support and troubleshooting for users.
- Implemented and maintained secure network protocols, ensuring the reliability and performance of services.
- Baseline configuration, optimization, and troubleshooting of network infrastructure, including VPNs, firewalls, and Windows environments.
- Collaborated with development teams for the seamless deployment of web applications, including performance monitoring and optimizations.

Helpdesk Support Specialist (Level 1-2)

by The Lindemans

Dec 2015 – Jun 2018

Glendale, AZ

Provided technical support and resolved complex issues

Collaborated with IT teams to implement system upgrades

- Delivered helpdesk Level 1-2 support, troubleshooting network, server, and software issues for internal users.
- Assisted with server environment management, implementing and troubleshooting Linux systems, and improving network configurations.
- Ensured compliance with security protocols and optimized server environments to improve system performance.
- Conducted regular audits of network systems to identify performance bottlenecks and improve uptime.

EDUCATION

Bachelor of Science in Information Technology

Arizona State University

Graduated May 2015

Tempe, AZ

Focus on Network Infrastructure, Linux Administration, and Web Application Support.

CERTIFICATIONS

Linux+ Certification

AWS Certified Cloud Practitioner

CompTIA

2020

Amazon Web Services

2021

SKILLS

Linux Server Administration

Windows 10/11

Network Security (SSL/TLS, VPNs, Firewalls)

Five9 / NICE / Genesys

IP Networking (TCP/IP)

Helpdesk Level 1-2 Support

Automation (Bash, Python)

Virtualization (VMware)

Monitoring Tools (Nagios, Zabbix)

AWS / Azure (Basic)