

Felix Ortiz

Junior Network Administrator

Contact

Address

Hot Springs, AR, 71913

Phone

(870) 397-1147

E-mail

felix.alexis.ortiz@icloud.com

Skills

Data backups
Excellent

Hardware and software monitoring
Excellent

Network repairs and maintenance
Excellent

Effective communication
Excellent

Infrastructure planning
Very Good

Firewall management tools
Excellent

Project Management
Very Good

Python
Excellent

Business-minded Network Administrator with 2 years of experience in supporting server environments. Determined and focused in managing network infrastructure and optimizing environment while reducing redundancy. Considered expert in troubleshooting complex problems and reaching innovative solutions while adhering to rules and requirements of project scope. Dynamic team player when interfacing with other staff members, vendors and end-users.

Work History

2020-10 - Current	<div>Junior Network Administrator <i>EK Solutions Group, Little Rock, AR</i><ul style="list-style-type: none">Developed and refined build process and configurations, and contributed to network automation.Provided on-call support for network engineering duties.Performed day-to-day LAN and WAN administration, maintenance and support.Configured networks for smooth, reliable operation to meet business processes and objectives.</div>
2015-05 - 2021-05	<div>68W Health Care Specialist <i>Army National Guard AR, Malvern, AR</i><ul style="list-style-type: none">Maintained levelheadedness and efficiency in high-pressure situations, effectively prioritizing tasks to save lives and provide medical care.Communicated with lucid patients to gather incident and medical history information.Triaged patients in emergency situations based on life-threatening needs and delegated tasks to better provide treatment to maximum patients at once.</div>
2018-05 - 2020-10	<div>Apple Specialist <i>Best Buy, Hot Springs, AR</i><ul style="list-style-type: none">Offered excellent customer service by actively listening to customers' needs and empathically discussing solutions.Resolved service and technical problems for customers by asking clear and specific questions.Expanded cross-functional organizational capacity</div>

R

Very Good

HTML

Excellent

C#

Very Good

Languages

English

Excellent

Spanish

Excellent

French

Good

by collaborating across departments on priorities, functions and common goals.

Education

2022-06 -
Current

Bachelor of Science: Computer Science

Grantham University - Lenexa, KS
• Received GU Heroes Program Scholarship