FELIX ORtiZ

Hot Springs, AR 71913 (870)397-1147 Felix.Alexis.Ortiz@icloud.com

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| **Website, Portfolio, Profiles** | * https://www.linkedin.com/in/felix-ortiz-a215b418b/ * https://github.com/FelixOrtiz97 |

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| **Professional Summary** | Articulate Senior Network Administrator possessing proficiency in system administration, network maintenance, hardware maintenance and operating systems, including Windows and Linux systems. Analytical thinker with commitment to resolving ongoing issues with professionalism and efficiency. Skilled in enhancing, evaluating, and monitoring IT infrastructure. |

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| **Skills** | |  |  | | --- | --- | | * Data Backups * Controls Recordkeeping * Startup and Shutdown Management * User Support * Hardware Installation * Network Security | * Software Management * Local Area Network (LAN) * Network Repairs and Maintenance * Computer Systems Installation * Python * PowerShell | |

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| **Work History** | October 2020-Current  Senior Network Administrator | EK Solutions Group | Little Rock, AR   * Developed and refined build process and configurations as well as contributed to network automation * Provided on-call support for network engineering duties * Performed day-to-day LAN and WAN administration, maintenance, and support * Established network specifications and analyzed workflow, access, information, and security requirements. * Implemented corrective plans of action for network availability, utilization, and latency.   May 2015-May 2021  Health Care Specialist | W, Army National Guard AR | Malvern, AR   * 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.   May 2018-OCTOBER 2020  Apple Specialist | Best Buy | Hot Springs, AR   * 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 by collaborating across departments on priorities, functions, and common goals. |

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| **Education** | Expected in November 2024  B.S: Computer Science  Grantham University, Little Rock, AR  Receive GU Heroes Program Scholarship |

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| **Languages** | | |  |  |  | | --- | --- | --- | | **English**:    Native or Bilingual |  | **Spanish**:    Native or Bilingual | | **French**:    Elementary | |
| **Classes** | * CS197 Programming Essentials | |
| * cs192 Programming in HTML | |