Alfredo (Freddy) R. Menendez

freddymenendez12@gmail.com • Tallahassee, FL
https://www.linkedin.com/in/freddymenendez

SUMMARY

Through my career and education, I have gained experience in areas such as networking, operating systems, virtualization, and access\identity. Currently, I am in the process of gaining a deeper understanding of topics such Security and vulnerabilities. I am very ambitious, willing to learn and seeking a challenging position within the Information Technology field.

EDUCATION

Florida State University, College of Communication and Information   **Tallahassee, FL**
Masters of Science in Information Technology   *12/2018*
- GPA: 4.0

Florida State University, College of Communication and Information   **Tallahassee, FL**
Bachelors of Science in Information Technology, Summa cum laude   *04/2016*
- GPA: 3.927
- President's List: 4 Semesters \ Dean's List: 2 Semesters
- Member Education (Executive board), FSU AITP student chapter, Tallahassee, FL 05/2015-04/2016

EXPERIENCE

Tallahassee Community College   **Tallahassee, FL**
Systems Administrator   *04/2019 – Present*
- Installation and configuration of physical\virtual servers using Microsoft Windows Server along with Microsoft Hyper-V and Failover Cluster
- Manage access and identity in Microsoft\Azure Active Directory by configuring and managing accounts, groups, conditional access policies, enterprise applications, app registrations and AD Connect
- Automate processes and create reports using Microsoft PowerShell
- Update Microsoft SQL Database environment by working with a team to deploy a three-node Availability Group Cluster
- Increase account security by working with a team to deploy Azure Multi-Factor Authentication on all active accounts
- Ensure the security of systems by researching new\improved techniques, monitor and respond to security events and implement penetration test remediations
- Manage Microsoft Exchange Online by creating\updating mailboxes, groups, and mail flow rules

Office of the State Court Administrator   **Tallahassee, FL**
Senior User Support Analyst   *12/2014 – 04/2019*
OPS User Support Analyst   *09/2013 – 12/2014*
Intern   *02/2013 – 09/2013*
- Provide high quality and efficient day-to-day IT support for employees within the Florida State Courts System
- Manage domain accounts, computers, groups and group policies in Microsoft Active Directory
- Deployed and configured workstations by being a technical lead on Florida State Courts desktop upgrade to Microsoft Windows 8.1 and Windows 10 using Microsoft System Center Configuration Manager and Dell Image Assist
- Maintain and Upgrade Bind 9 DNS infrastructure by creating and configuring new Ubuntu 16.04 servers
- Verified and reconfigured power distribution for servers by being a technical lead and coordinator of data center power monitoring system
- Streamline printer deployment by implementing a Windows 2012R2 Print Server and using Group Policy Preferences

CERTIFICATES

Microsoft Identity and Access Administrator Associate (SC-300)   *10/2022 – 10/2023*
CompTIA Security+   *09/2022 – 09/2025*

SKILLS/INTERESTS

- Microsoft Windows/Server
- MacOS
- Linux
- Active Directory\Azure AD
- Splunk
- Hyper-V/Failover Cluster
- MySQL/MS SQL
- PowerShell
- Microsoft Azure