

Alfredo (Freddy) R. Menendez

9089 Old Chemonie Rd • Tallahassee, FL 32309 • (850) 212-2103 • freddyemenendez12@gmail.com

Freddyemenendez.com | <https://www.linkedin.com/in/freddymenendez>

SUMMARY

During the past few years, I have gained experience in areas such as networking, database design, system administration and communications from both my school work and my professional experience. As a current M.S. IT student, I am in the process of gaining more experience with advanced networking topics along with system administration. I am a very ambitious, willing to learn and seeking a challenging position within the Information Technology field.

EDUCATION

Florida State University, College of Communication and Information
Masters of Science in Information Technology

Tallahassee, FL
12/2018

- GPA: 4.0

Florida State University, College of Communication and Information
Bachelors of Science in Information Technology, Summa cum laude

Tallahassee, FL
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

Office of the State Court Administrator

Tallahassee, FL

If the company is not well known, include an overview (not to exceed 2 lines) of the company including type of service or products.

Senior User Support Analyst

12/2014 – Present

OPS User Support Analyst

09/2013 – 12/2014

Intern

02/2013 – 09/2013

- Provide high quality and efficient day-to-day IT services support and products for employees within the Florida State Courts System
- Manage accounts, 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
- Maintain and configure VOIP telephone system by altering configurations through an online portal and submitting tickets to phone provider
- Installation and configuration of physical and virtual servers using Microsoft Windows Server 2008, 2008R2, 2012, 2012R2 and 2016
- Created operating system images and task sequences by being a technician for System Center Configuration Manager 2012R2
- Manage Internet Protocol (IP) address by creating DHCP reservations and exclusions
- Maintain and Upgrade existing Bind DNS infrastructure by creating new Ubuntu 16.04 servers along with transferring files
- Verified and reconfigured power distribution for servers by being a technical lead and coordinator of data center power monitoring system
- Deployed and maintained Symantec Endpoint Protection clients via a Symantec application on a server
- Create and manage email mailboxes and email distribution lists in Microsoft Exchange 2007 and 2013
- Manage, maintain and troubleshoot video teleconferencing equipment by being main point of contact for video conferencing system
- Configure, maintain and troubleshoot printer deployment by using a Microsoft 2012R2 Print Server and Group Policy Preferences

SKILLS/INTERESTS

- | | | |
|----------------------------|---------------------------------------|--------------------|
| • Microsoft Windows/Server | • Networking | • MySQL/MS SQL |
| • OS X | • Client Support / Troubleshooting | • Video Conference |
| • Linux | • Bind\Windows DNS | • HTML & CSS |
| • Systems Administration | • Exchange 2007 & 2013 | • Bash\PowerShell |
| • Active Directory | • System Center Configuration Manager | Scripting (Basic) |
| • Hyper-V | • VOIP | |