

# John Cruz

## System Administrator

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## Education

**Bachelor of Science** 2019 - Present  
California State University - Northridge  
Candidate for Bachelor of Science: Computer Information Technology, Minor in Geography

## Skills

**Language:** SQL, HTML, CSS, Java

**Tools:** CRM Administration, Web Development, Marketing Automation, Microsoft 365 Administration, AWS, Access Management, Docker, Linux Administration, Ansible

## Work experience

**System Administrator** 2019-08 - Present  
Scimedico, West Orange CA

- Maintaining service with HIPAA compliance to secure customer and employee data. As a result of implementing proactive maintenance schedules, my efforts lead to a 99% planned uptime during 2021
- Implemented and enforced a new secure password policy with company-wide two-factor authentication
- Aided in the development of a viable application to be sold as a service to improve customer's asset management. This was achieved by relaying company expectations with the external developer team and testing to verify functionality

**IT Consultant** 2018-03 - 2018-08  
Howie See, Santa Monica CA

- Built and repaired custom computers to clients' specifications and would make recommendations if there were any compatibility issues or non-optimal part selection.
- Handled complaints, provided appropriate solutions and alternatives within appropriate time frames, and followed up to achieve resolution.
- Assisted in the implementation of an office-wide Active directory.

**Field Technician - Audio/Video/Security Installer** 2017-09 - 2017-12  
Futronix, Westlake Village CA

- Completed on-premise installation and testing of high-end audio systems and cameras.
- Provided on-premise technical support which led to high customer satisfaction.
- Created and maintained server/media racks to meet clients' expectations.

## Extra Curricular

**Collegiate Cyber Defense Competition**

- Linux Team Lead 2022 - Present

**Layer 8 - CyberSecurity Club**

- Director of Communications 2022 - Present
- Member 2019 - Present