

IRVIN DE LA O

San Diego, CA • (619)721-4207 • irvin@duck.com

EDUCATION

Fowler College of Business, San Diego State University, San Diego, California
Bachelor of Science in Business Administration

Oct 2021

Major: Information Systems

- **Relevant Coursework:** Fundamentals of Cybersecurity Management, Networks and Data Communications, Data Management Systems (MySQL), E-Business/Web Development (HTML5, CSS), Business Application Programming (Python), Information Systems Design and Analysis
- **GPA:** 3.0

Mesa Community College, San Diego, California

May 2019

Associate of Science: Business Administration - Computer and Information Sciences

TECHNICAL SKILLS

- **Network Monitoring:** Network skills on connectivity and troubleshooting, including routers, switches, DNS, DHCP and TCP/IP.
- **Web Development:** HTML, CSS, JavaScript, AWS, Cloud Services.
- **Programming:** Java, Python, MySQL.
- Time management and multi-tasking.
- Ability to work in a dynamic, team-oriented environment.
- Strong analytical and problem-solving skills.
- Strong interpersonal skills, telephone etiquette, and professional demeanor.
- Self-motivated and goal-orientated.
- Ability to work in a team and independently.
- Great attention to the problem description, detail, and impact.
- Strong computer skills and ability to troubleshoot various computer-related problems.
- Effective team player with highly proficient customer service skills.
- Good understanding of IT operations processes and working knowledge of Macs and PC.
- Experienced in Supporting Microsoft Office Products (Azure-Active Directory, Word, Excel, Outlook)
- Experienced in Supporting G – Suite products (Google Drive, Google Admin, Google Calendar, Google Groups)
- Experienced with troubleshooting common browsers (Firefox, Google Chrome, Safari)

PROFESSIONAL EXPERIENCE

Epsilon Systems Solutions, San Diego, CA

08/2021 – Present

IT Systems Administrator

- Network Administration and Infrastructure including user account creation and disabling of user objects.
- Troubleshooting hardware issues for local and remote users (repair of laptops, desktops)
- Computer and printer support for local users.
- Coordination of computer upgrades with end-users.
- Maintain Help Desk ticket via the ticketing system and escalate support issues that simple corrective measures cannot resolve.
- Responsible for new account creations and account terminations/deletions, including creating Active Directory accounts, licensing users in Office 365, assigning users to the correct security groups for local file permissions, and updating email distribution lists with the new employees.
- Ability to monitor and evaluate administrative procedures to include inventory and compliance with system and installation specifications.
- Conduct engineering, administration, configuration and troubleshooting services in support of the Enterprise Windows and Linux Operating Environment.
- Provide support in administration, configuration and troubleshooting services in support of the network enterprise storage and backup service.
- Pursuant to the various government contractual requirements and deliver projects on time and with the highest quality.