**IRVIN DE LA O**

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# EDUCATION

**Fowler College of Business, San Diego State University, San Diego, California** Oct 2021 **Bachelor of Science in Business Administration**

**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.