Ivan Sanchez

isanchez1310@gmail.com • (708)770-8545 • www.linkedin.com/in/ivansanchez-

EDUCATION

Lewis University | Romeoville, IL   Expected: May 2025
B.S - Computer Science   *Cumulative GPA: 2.74*
Coursework: Applied Probability and Statistics, Introduction to Computer Science, Introduction to Networks, Java Object Oriented Programming I, Programming Fundamentals, Introduction to Linux, Cloud Computing and Virtualization, Operating Systems, Software Engineering

TECHNICAL SKILLS

Languages: Java, Python, and HTML
Software: Active Directory, Adobe Suite, Cisco Packet Tracer, Eclipse IDE, Google Suite, IntelliJ IDE, Jupyter, LockoutStatus, Microsoft 365, RealVNC Viewer, Visual Studio Code, and WireShark
Networking: Cisco IOS, Routing Protocols, Cabling, and Hardware Setup
Operating Systems: Windows, MacOS, iOS, Android, ChromeOS, and VirtualBox

PROJECTS

Build A Network from Scratch (School Project):
- Planned, designed and configured a network from scratch using Cisco Packet Tracer
- Incorporated hardware such as four routers (Cisco 2620XM and Cisco 2621XM), four Cisco 2960-24TT switches, and four PCs into the network
- Ensured all devices were connected with the proper cables, such as copper straight-through and Serial DTE
- Configured all devices with hostnames specified in the topology, assigned passwords, and ensured the had appropriate IP addresses
- Confirmed all devices were reachable via PING from any other device

Replace Kronos Time Clock (Metra):
- Troubleshoot time clock because it was not connecting to the network
- Found out the power over ethernet on the physical cable was shorted and had to use another port available
- Traced the cable back to the closet using a digital cable tracker to swap to a different port on a switch and had a network engineer activate the port

EXPERIENCE

Metra Commuter Rail |Tech Support Associate | Chicago, IL   April 2023 – Present
- Execute help desk requests such as password resets, software/hardware/network troubleshooting
- Resolve end users' software and hardware issues in person, over the phone, and remotely
- Dispatch IT hardware to various co-locations
- Handle a variety of tasks that required admin account for special permissions on a day-to-day basis
- Help with training new interns and full-time employees within our IT department

Best Buy | Geek Squad Agent | Downers Grove, IL   February 2023 – August 2023
- Aid in the setup process and repair all technology devices brought in by customers
- Communicate and collaborate with fellow team members
- Develop an understanding of technology issues of products brought into the store by asking follow-up questions, taking detailed notes, and providing accurate time estimates for repairs
- Ensure data on hard drives is accessible and perform data transfers onto new hard drives