Jorge Bayuelo

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Professional Summary

IT Support Specialist with hands-on experience in troubleshooting, system administration, and technical support. Proficient in Windows Server, Active Directory, network configurations, and IT support tools. Adept at resolving technical issues, managing IT infrastructure, and ensuring optimal system performance. Strong background in virtualization, remote desktop support, and security best practices.

Education

Audiovisuals and Multimedia | *University of Bogota Jorge Tadeo Lozano, Cartagena*
Windows Server Administration | *Self-Study*
Jenkins, Docker, Shell Scripting | *Kode Kloud, 2024*
Git & GitHub for Version Control | *Udemy, 2024*

Certifications

CompTIA A+
AWS Certified Cloud Practitioner

Projects

Windows Active Directory Setup

- **Windows Server Setup & Active Directory Management:** Installed and configured Windows Server 2022 as a primary domain controller. Created and managed users, security groups, and OUs.
- **Network Services & Security:** Configured DNS, DHCP, and enforced security policies via Group Policy. Implemented Active Directory backup and restoration procedures.
- **Remote Desktop Support & IT Ticketing:** Set up RDP for remote management and installed osTicket to simulate IT support ticketing workflows. Configured MySQL databases for backend functionality.
- **Virtual Machine Management:** Used VMware Workstation to set up and test failover scenarios, ensuring redundancy and system reliability.

Virtual Network Setup Using VMware Workstation & Fedora 41

- Set up a virtualized network environment with multiple VMs running Linux systems.
- Configured network services, including DHCP, DNS, and firewalls, to simulate a production IT environment.
- Tested security policies, access controls, and remote connectivity to enhance troubleshooting skills.

Employment history

System Administrator Jul 2024 - Present *X Fusion Corp, Remote*

- Provided IT support and troubleshooting for Linux-based and Windows-based systems.
- Managed Active Directory users, security groups, and access permissions.
- Administered Linux servers, maintaining file permissions, user accounts, and monitoring tools.
- Automated system administration tasks with Bash and Python scripts.
- Configured and managed cloud-based infrastructures using AWS.

Unreal Engine Technical Artist, Nov 2022 - Present *Polycount, Dallas*

- Collaborated with cross-functional teams to optimize system performance and streamline workflows.
- Built computers from scratch, selecting components, assembling hardware, and configuring software for optimal performance.
- Diagnosed and troubleshot hardware issues, including power supply failures, overheating, and component compatibility.
- Provided technical support for hardware configurations, ensuring seamless operation for high-performance applications.
- Troubleshot complex issues with asset optimization, ensuring the development pipeline ran smoothly, contributing to faster project completion.
- Provided technical support for team members, offering assistance in troubleshooting system and software issues related to development environments.

Technical Skills

IT Support & Help Desk (Tier I & II), Windows Server Administration (Active Directory, Group Policy, DNS, DHCP), Linux System Administration (Fedora, Ubuntu, CentOS), Virtualization (VMware Workstation, VirtualBox), Network Troubleshooting & Security, Firewalls, Ticketing Systems (osTicket), Remote Support (RDP, SSH), SQL Database Management, Hardware & Software Troubleshooting, PowerShell & Bash Scripting, HTML, CSS, AWS, Cloud Computing, File Permissions, ACLs (Access Control Lists), Virtual Networks (VPN), Command Line, Microsoft Office, Customer Service, Desktop Support