

Julian Albert

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EXPERIENCE

IT Specialist

San Francisco Toyota

June 2024 - Now

San Francisco, CA

- Configured and deployed Windows/macOS devices, VoIP systems, networking hardware, printers, and other IT equipment to ensure seamless operation.
- Installed, maintained, and troubleshoot IT systems, reducing downtime and improving operational efficiency across hardware, software, and network environments.
- Managed user accounts, subscriptions, and permissions via Microsoft Entra ID (Azure), Admin Center, Office 365, and Google Workspace to provide secure, reliable access to business tools and resources.
- Partnered with the IT director to design and deploy secure, efficient infrastructure solutions, antivirus systems, and other security measures to protect company assets and data.
- Worked directly with vendor support to resolve hardware and software issues, ensuring timely solutions and minimizing disruption to business operations.
- Delivered responsive technical support, swiftly resolving Level 1 and Level 2 IT issues for 250+ users across dealerships, departments, and maintained high employee satisfaction.
- Conducted IT onboarding sessions for new employees, covering system access, security protocols, and best practices.

Operations Manager

University of Oregon Student Recreation Center

March 2023 - June 2024

Eugene, OR

- Supervised and coordinated activities across all program areas within the Student Recreation Center
- Led and served as the primary contact for the Student Recreation Center and its satellite facilities, ensuring seamless communication and operations
- Managed and directed operations staff, fostering a collaborative and efficient work environment

Operation Specialist/Attendant

University of Oregon Student Recreation Center

September 2021 - March 2023

Eugene, OR

- Assisted patrons with memberships, facility inquiries, and class registrations
- Provided front-desk customer support to all patrons and staff
- Led and mentored operations attendants, guiding them in task execution and problem-solving

Sales Associate

Sports Basement

April 2018 - December 2022

Novato, CA

- Assisted in point of sale system operations, fulfillment, receiving, and merchandising
- Provided customer service, addressing inquiries and resolving issues to ensure a positive shopping experience for patrons
- Trained and instructed incoming staff members

EDUCATION & TRAINING

Bachelor of Science in Computer Science

University of Oregon

September 2020 - June 2024

Eugene, OR

- Computer Security: focused coursework on computer architecture, network security, and cryptography

Google Cybersecurity Certificate

Google

April 2024

- Hands-on experience in threat detection, mitigation, and use of security tools to protect digital assets.

CompTIA Security+

CompTIA

May 2025

- Cybersecurity fundamentals, including risk management, threat analysis, and implementing secure network architectures to safeguard organizational data against cyber threats.

CompTIA Network+ (In Progress)

CompTIA

June 2025

SKILLS

- Operating Systems: Windows, macOS, Linux (Ubuntu)
- Cloud Platforms Tools: Entra ID, Office 365, Admin Center
- Scripting & Programming: Python, Javascript, C, SQL, Git
- Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, VLANs, Firewalls
- IT Operations: Hardware/Software Troubleshooting, Imaging & Deployment, System Upgrades, IT Documentation
- Security Operations: Antivirus & Endpoint protection, Access Control, Patch Management