Kimberly Cano

IT Systems & Network Administrator | Field Technician

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SUMMARY

IT Field Technician with 3+ years of experience managing multi-campus networks and endpoints. Skilled in Windows Server, Microsoft 365, Unifi, and Peplink environments. Proven ability to rebuild and secure networks, configure routers/switches, and manage cloud services with attention to reliability and performance. Currently pursuing a Cybersecurity Associate's degree (expected 2026).

CERTIFICATIONS

➢ **Computer-Aided Design (CAD) Basic Certificate**

➢ **Cybersecurity Basic Certificate (Associates Spring 2026)**

EXPERIENCE

Field Technician — Alltech Solutions, Pathways in Education, Chicago, IL February 2022 - Present

➢ Rebuilt an entire school network during a weekend relocation, so the campus reopened fully operational on Monday with zero downtime.

➢ Serve as on-site system administrator for 4 school campuses supporting 100+ staff and 1,500+ students.

➢ Manage and troubleshoot network hardware (Unifi switches, Peplink routers, printers, VoIP phones).

➢ Administer Microsoft 365 and Google Workspace accounts; user creation, MFA, license management.

➢ Configure and secure Windows and Chromebook endpoints using MDM policies and updates.

➢ Implement data protection measures (BitLocker encryption, Defender scans, secure shared drives).

➢ Draft technical SOPs and guide staff on safe network practices to reduce repeat incidents.

HandyMan Apprentice — Northside Remodeling LLC, Chicago, IL MAY 2014 - February 2022

➢ Assisted with electrical and low voltage installations across various client projects and strengthened problem-solving and customer service skills through direct client interaction.

Volunteer Roles (selected)

Office Assistant — George Westinghouse College Prep (2016 – 2018): Created efficient filing systems and supported school operations.

Red Door Animal Shelter (2019 – 2020): Coordinated transport and records for animal care teams.

TECHNICAL SKILLS

➢ **Systems & Cloud:** Windows Server 2019/2022 (VMs, AD, GPO), Microsoft 365 Admin Center, Azure AD / Intune, Exchange Online, SharePoint Admin

➢ **Networking:** Unifi Switches & APs, Peplink Routers, Cisco CLI basics, DHCP, DNS, VLAN configurations, VPN setup and troubleshooting

➢ **Endpoint Security:** Microsoft Defender, BitLocker, Patch management, Intune Compliance Policies, User Access Controls (MFA, Conditional Access)

➢ **Tools & Platforms:** Windows 10/11, macOS, Linux (Ubuntu/Kali CLI), Google Workspace, Freshservice, TeamViewer, AnyDesk

➢ **Languages / Scripting:** PowerShell, Python (basic automation / FastAPI project)

➢ **Soft Skills:** User training, Process documentation, Cross-department coordination, **Bilingual** (English / Spanish)

EDUCATION

Highschool Graduate:
George Westinghouse College Prep, Chicago,IL

September 2015 - June 2019

Dual Enrollment CAD Certification Completed:
City Colleges Chicago, *Jumpstart2Jobs*

August 2018 - May 2019

Coursework in Computer and Electrical Engineering:
Illinois Institute of Technology, Chicago, IL

August 2019 - June 2020

Cybersecurity Associates: *In Progress*
Chicago City Colleges

August 2023 - Present (Completion Spring 2026)

RECENT PROJECTS

Campus Network Rebuild & Infrastructure Deployment

A major infrastructure relocation completed over a single weekend to minimize disruption to operations.

➢ Installed and terminated new data ports, performed keystoning, patch-panel wiring, and verified all cable runs.

➢ Configured Peplink router for WAN failover and DHCP/DNS services.

➢ Adopted and provisioned Unifi switches and wireless access points, establishing VLANs and SSIDs for staff, student, and guest networks.

➢ Installed and configured Reolink NVR with IP cameras for campus surveillance coverage.

➢ Re-configured PBXact phone server, connected analog and VoIP lines, and re-networked printers to restore full campus operations.

Ticket Automation (Project "Tikkitti")

Python + FastAPI automating Freshservice ticket creation.