

Austin Silano

(949) 469-1316 | austin@liliumsecurity.com | [linkedin.com/in/austinsilano](https://www.linkedin.com/in/austinsilano) | github.com/Lilium48

EXPERIENCE

Junior IT Technician

February 2023- March 2024

Skydance Interactive

Santa Monica, CA

- Configured VPN access, whitelisted IP addresses for network/cloud resources, and identified and addressed security vulnerabilities.
- Collaborated in the deployment of ESXi, creating VMs and managing server resources; contributed to server rack installations and upgrades.
- Provided technical support to 120+ end-users via Slack, Teamviewer, Teams including access control, license provisioning, and pc troubleshooting.
- Utilized Active Directory to create/organize users, unlock accounts, and assign privileges and groups.

Help Desk Analyst

December 2022- February 2023

James Perse

Downey, CA

- Responded to customer inquiries via phone, email, and in-person, providing technical support and troubleshooting assistance for hardware and software issues.
- Utilized Spiceworks to track customer requests, prioritize and manage workload, and document all steps taken to resolve issues.
- Aided in resetting passwords, granting access and privileges by using programs such as ManageAD, Mimecast, and CHQ

Geek Squad Consultation Agent

May 2022 - November 2022

Best Buy

Santa Monica, CA

- Performed consultations with clients to identify and localize technical and security issues on computers, phones, and other devices.
- Performed reimaging, restoration, setup, and data backups for different computers and phones.

SKILLS

Programming Languages: Python, Bash, Powershell, C, Rust

Software: Office, Atlassian, ESXI, VCenter, Spiceworks, Active Directory

EDUCATION

Western Governors University | B.S. Cybersecurity

Expected June 2024

CERTIFICATIONS

LPI Linux Essentials

March 2023

ITIL Foundations

January 2023

CompTIA A+

June 2023

CompTIA Network+

January 2024

CompTIA Security+

January 2024

CompTIA Pentest+

April 2024

