

# Rodolfo Portillo III

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## Employment

➤ Gryphon Technologies, Service Desk Analyst, Level 2, 05/2019 to Current

Gryphon Technologies  
5500 UTSA Blvd. Suite 200  
San Antonio, TX 78249  
(301) 222-6600  
Supervisor: Manny Marien / Manuel.J.Marien@omnitechinc.com

Responsibilities:

- Provide support for basic incident resolution and requests reported to the Service desk.
- Assist customers through phone calls, emails and ticket tracking system.
- Resolve issues by completing initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of application software products and infrastructure components.

➤ Alamo Drafthouse Cinemas, Line Cook, 02/2017 to 05/2019

Alamo Drafthouse Cinemas  
1911 Aldrich St #120  
Austin, TX 78723  
(512) 572-1425  
Supervisor: David Bertrand / [david.bertrand@drafthouse.com](mailto:david.bertrand@drafthouse.com)

Responsibilities:

- Responsible for the training of new-hires in various areas of a professional kitchen
- Follow corporate recipes for food preparation with a major focus on accuracy and minimal waste
- Responsible for maintaining consistent execution of entrees in a fast-paced, high-pressure environment
- Adhere to all state health compliance requirements

➤ Texas Gas Service, Field Tech II, 11/2013 to 12/2016

Texas Gas Service  
5613 Avenue F  
Austin, TX 78751  
(800) 700-2443  
Supervisor: Juan Saucedo / [juan.saucedo@onegas.com](mailto:juan.saucedo@onegas.com)

Responsibilities:

- Part of a team responsible for maintaining the integrity of the natural gas infrastructure for Austin, TX
- Held and maintained several government-required qualifications pertaining to natural gas
- Developed strong teamwork and dynamic problem-solving skills in a hazardous environment

➤ Forward Air Inc., Dock Hand, 03/2012 to 11/2013

Forward Air Inc.  
8024 Exchange Dr. # 300  
Austin, TX 78754  
(512) 989-9230  
Supervisor: Eddie Pacheco

Responsibilities:

- Responsible for receiving, processing and staging bonded freight for shipment

- Performed data entry for accurate generation of shipping manifests

## Education

- Austin Community College  
Austin, TX  
6101 ACC Highland Campus Dr, Austin, TX 78752  
  
Attended: 12/2016 to 05/2019
- El Paso Community College  
El Paso, TX  
919 Hunter Dr, El Paso, TX 79915  
  
Attended: 08/2008 to 05/2012
- University of Texas at El Paso  
El Paso, TX  
500 W University Ave, El Paso, TX 79968  
  
Attended: 08/2008 to 05/2012

## Certifications & Training

- CompTIA Security+

## Technical Skills

- Formal education with the Microsoft Office Suite. Primarily Word, Excel and PowerPoint.
- Strong understanding of standardized Networking Protocols in the Physical through Transport layers of the OSI Model
- Familiar with current industry standards for enterprise-level data storage and backup
- Experience configuring, maintaining, and troubleshooting personal and enterprise networks
- Experience with Java, JavaScript, HTML, CSS, and Python
- Proficient with Unix/Linux Command Line network diagnostic tools
- Experience with Unix/Linux scripting with editors including Vi, Vim and Emacs
- Familiarity with Jira/Confluence Kanban boards
- In depth experience with DotNetNuke9 CMS and associated modules including custom modules