Miguel Camarena

Salt Lake City, UT | +1 801-597-6571 | miguelangelcamarena@protonmail.com |
https://github.com/MiguelCamarenaAlfaro

PROJECTS

Active Directory Implementation in Microsoft Azure   04/2024
Log(N) Pacific

- » Set up and configured a Microsoft Azure environment with Windows 10 (22H2) and Windows Server 2022 virtual machines to build an Active Directory (AD) infrastructure.
- » Created and configured resources for a virtual client (Windows 10) and a domain controller (Windows Server 2022) to establish a secure, connected environment.
- » Installed and configured Active Directory on the domain controller VM, setting up an admin account and an end-user account for testing.
- » Linked the client and domain controller VMs by configuring DNS, verified connectivity using command-line ping requests, and ensured proper communication between machines.
- » Deployed additional user accounts in AD, verified successful account configuration by logging into the client VM with new user credentials, and confirmed role-based access.
- » Updated user role folders and tested password reset functionality in VM tools to confirm accurate account provisioning.
- » Automated user account creation in AD with a Windows PowerShell script to streamline and expedite the setup process.

WORK EXPERIENCE

Log (N) Pacific   **04/2024 - 10/2024**
IT Support Technician

- » Utilized Microsoft Azure cloud environment to configure Active Directory Domain Service
- » Collaborated in creating a defined framework for user roles and permissions to enhance account security.
- » Optimized DNS configurations to allow for connection testing between Windows Active Directory and virtual machine client.
- » Configured OSTicket ticket Management software in a cloud environment and created user and ticket-defined SLA rules and procedures for employees.
- » **Skills/Technology Used:** Windows 10 OS, Troubleshooting, Microsoft Azure, Cloud Computing, Virtual Machines, Ticketing Systems, Identity & Access Management, Resetting Passwords, Remote Desktop Protocol, PowerShell

Verizon Wireless   09/2019 – 04/2024
Help Desk Analyst

» Performed advanced troubleshooting for hardware, software, and network issues, resolving complex connectivity and application problems for business clients.

» Delivered detailed setup and configuration guidance for data and voice products, ensuring smooth implementation and client satisfaction.

» Adapted support strategies to meet diverse customer needs, consistently achieving high scores on Customer Experience Audits.

» Resolved a wide range of customer issues, including billing inquiries and product-related questions, leveraging strong verbal and written communication skills.

» Promoted and upsold products and services during support interactions, contributing to revenue growth and enhanced customer engagement.

» Demonstrated expertise in troubleshooting PC operating systems, including Device Manager and TCP/IP configurations, for swift and accurate issue resolution.

» Configured and supported complex data and voice products, including corporate messaging platforms and private networks, ensuring optimal performance and client satisfaction.

» **Skills/Technology Used:** Windows OS, Microsoft Office, Salesforce, Remedy, Ticketing Systems, VoIP, Enterprise Messaging, Web Conferencing, Troubleshooting, Data Entry, Data Visualization, Project Management, Microsoft Office, Google Suite, TCP/IP

Lexington Law Firm | North Salt Lake, UT   07/2015 – 07/2019
Training and Development Specialist

» Handled high volumes of inbound and outbound calls, delivering accurate information and effective solutions to enhance customer retention and satisfaction.

» Utilized customer service tools to access account information, troubleshoot issues, and streamline resolution times, improving overall service efficiency.

» Conducted training sessions and developed onboarding materials for new hires, equipping them with the skills to address customer inquiries and achieve high performance.

» Mentored new team members, providing guidance and support to help them meet individual and team objectives, fostering a collaborative and productive environment.

» Educated customers on additional products and services, effectively upselling to contribute to increased company revenue.

» Maintained detailed records of customer interactions and feedback, ensuring data accuracy and reliability for continuous service improvement.

» Proactively reached out to customers with overdue accounts to initiate payment discussions, helping reduce delinquency rates.

» Respond to inbound calls from customers regarding collections and account statuses, providing information and support.

» **Skills/Technology Used:** Training and Development, Customer Service, Technical Support, Debt Collection, Documentation.

PROFESSIONAL CERTIFICATIONS

Security+ 03/2027
CompTIA

EDUCATION

B.S. Cybersecurity
Waldorf University 11/2025

SKILLS

» Customer Service

» Identity & Access Management

» Information Security

» Microsoft Active Directory

» Microsoft Azure

» Problem-Solving

» Root-Cause Analysis

» Spanish Language

» TCP/IP Protocols

» Ticketing Systems

» Virtual Machine

» Windows OS

» Written & Oral Communication