# Gabriel Mulero

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## CAREER SUMMARY

Self-motivated learner currently attending Western Governor's University, with 5+ years of windows, cyber security, network experience and knowledge of python and SQL, active Top Secret security clearance. Seeking to leverage a proven knowledge of data communications, end user support, and network build and maintenance skills.

## SECURITY CLEARANCE – TOP SECRET

## EXPERIENCE

*Network Specialist / hardware engineer August 2021 – Current*

**Teksystems, Fort Worth, TX**

- Provide technical guidance for directing and monitoring information systems.
- Design, build and implement network systems.
- Manage the purchase, testing, installation, and support of network communications, including LAN/MAN/WAN systems.
- Provide assistance and oversight support, operating systems operations activites, including computer and telecommunications operations, data entry, data control, LAN/MAN/WAN administration and operations.
- Create Batch files to automate processes on networked devices
- Perform STIG scans using SCAP
- Use of SCCM to keep software up to date and devices compliant on network.

*Service Desk (GOFO Support), March 2021 – August 2021*

**APEX Systems, Fort Peterson, CO**

- Direct line of contact for General Officers including chief of staff for all related executive IT support.
- Manage user accounts, profiles, file sharing, access privileges and overall network and system security for enterprise access management.
- Management of all voice including Cisco VoIP.
- VDI compute creation and management through the use of VMware Horizon.
- Enterprise configuration management including creation and management of user profiles.
- Experience with SCCM to ensure customers receive the most up to date software.
- Serve as a Privileged Trusted Agent and Issue PKI certificates to users.
- Use of SCSM ticketing system to track and troubleshoot systems.

*Pc Technician, Jan 2021 – March*

**TEKsystems/Jacobs 10th Special Forces Group, Fort Carson, CO**

- Managed and provided daily expert assistance to enterprise customers needing IT support Through walk-ins, over the phone or ticketing.
- Installed, configured and maintained over 1000 desktop and laptop PCs and peripherals such as printers.
- Effectively troubleshoot client and server hardware and/or network connectivity issues on a daily basis.
- Removing old equipment and performing data migration to new machines.
- Maintained an inventory of installed software, managing software licensing, and creating policies and procedures for upgrades.
- Work with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule.
- Analyzing and making recommendations for hardware and software standardization.
- Closed 90% of trouble tickets on the first call without escalation.
- Performed administrative duties utilizing Windows Active Directory to enable/disable user computers as well as moving them to the correct OU.

*Help Desk Technician, Jun 2016 – August 2020*

**US Army, Fort Hood, TX**

- Managed and provided daily expert assistance to over 1200 customers needing IT support within a 9-month time period, through walk-ins, over the phone or through ticketing system.
- Personally, responsible for managing over 750,000 dollars' worth of networking equipment. Including Cisco switches, routers, Taclanes, SKL's, Gator ball, various satellite terminals, and multichannel encrypted radios.
- Collaborated with other members of the IT Team to perform various IT installations and resolve outstanding tickets to increase customer satisfaction.
- Effectively worked with other members of the IT Team to completely improve, redesign and rebuild pre-existing network of over 400 customers within the local domain within three days.
- Utilized Remedy ITSM to actively track and troubleshoot issues within network, while logging all help desk interactions.
- Administered the use of "Windows Active Directory" including account creation, login reset, and deactivation.
- Communicated and collaborated with (RHN) Regional Hub Node to troubleshoot WAN connectivity issues while providing on-site support to resolve Network downtime, which resulted in a 100% network recovery.
- Conducted troubleshooting on a daily basis through phone or walk-ins to resolve problematic trends on customer end user devices and computer systems.
- Oversaw client diagnostics and compiled maintenance records to determine equipment operability and readiness for current and future operation

## EDUCATION
**WESTERN GOVERNOR'S UNIVERSITY**
*Bachelor of Science (B.S.) Data Science, expected graduation June 2023)*

## CERTIFICATIONS

- CompTIA A+
- CompTIA Security +
- CompTIA Network+
- Microsoft Azure Fundamentals
- ITIL v4