Gabriel Mulero

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# CAREER SUMMARY

I am a self-motivated learner currently attending Western Governor's University, with 5+ years of windows, 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**

*Computer Science Student - Current*

## Western Governors University, Salt Lake City, UT

* Data Management Applications – SQL
* Scripting and Programming applications – C ++
* Web Development Foundations – HTML, CSS, JavaScript
* Data Structures and Algorithms – Python

*Network Specialist / hardware engineer August 2021 – May 2022*

## 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