Rafael Valera
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Bilingual: Spanish (Native), English (Fluent)
[GitHub](#) | [LinkedIn](#)

Professional Summary

Bilingual Spanish–English IT Support Specialist with hands-on experience in Azure, Microsoft 365, Windows 10 troubleshooting, ticketing systems, and security monitoring using Microsoft Sentinel. Strong background resolving technical issues for end users, managing incidents, and supporting remote and onsite teams. Proven ability to deliver high-quality customer service in fast-paced environments, with experience using AD, O365, TeamViewer, and osTicket workflows. Brings hands-on restaurant operations experience with daily POS usage and troubleshooting in fast-paced FOH environments.

Technical Skills

IT Support & Troubleshooting: Windows 10 Troubleshooting · Office 365 Administration · Active Directory (password resets, unlocks) · osTicket & ServiceNow (ITSM Ticketing) · TeamViewer / Remote Support · iOS & Android Mobile Device Support · Printers / Peripherals Support · Incident, Request & Problem Management · SLA-driven Support · Citrix · DNS · DHCP · VPN

Cloud & Security: Microsoft Azure · Virtual Machines · Network Security Groups · Entra ID · Microsoft Sentinel (SIEM) · Log Analytics Workspace

Networking & Systems: Network Protocols · Firewalls · ACLs

Administration Tools: Visual Studio Code · GitHub Pages · Azure Portal · Microsoft Office Suite

Restaurant Systems: POS systems (Aloha/Toast familiarity) · Menu/Modifier flow · Discount/Comp application · Printer/KDS routing basics · Payment terminal troubleshooting

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Projects

Portfolio Landing Page — https://rafaelvalera15.github.io/rafael-portfolio/
 Developed a responsive personal portfolio using HTML5, CSS3, and Flexbox/Grid. Integrated interactive elements and deployed via GitHub Pages.

SaaS Website Layout (CSS Final Project) —
https://rafaelvalera15.github.io/rafael-portfolio/projects-sect.html
 Designed a multi-section landing page simulating a SaaS product using advanced CSS, animations, and media queries.

Responsive Website Project — https://rafaelvalera15.github.io/rafael-portfolio/projects-sect.html
 Created a modern, mobile-first layout emphasizing accessibility and responsiveness.

Azure Security Monitoring Lab — https://rafaelvalera15.github.io/rafael-portfolio/projects-sect.html

Configured Microsoft Sentinel, Log Analytics, and NSGs to monitor and visualize security alerts.

Professional Experience

Log(N) Pacific — Cybersecurity Support Technician (Intern)
June 2024 – October 2024

- Resolved L1/L2 user issues including login failures, access issues, MFA problems, and software troubleshooting.
- Supported remote users through TeamViewer and other remote tools.
- Assisted with Microsoft 365 issues including Outlook, MFA, SharePoint access, and Teams.
- Performed account administration using Active Directory (resets, unlocks, group membership).
- Troubleshoot Azure services including Sentinel, Virtual Machines, and Entra ID, Okta.
- Configured NSGs, diagnostic settings, and flow logs for improved network visibility.

Culinary Dropout — Bartender (Scottsdale, AZ)
November 2024 – Present

- Daily hands-on experience with restaurant POS systems including order entry, modifiers, discounts, and payment processing.
- Troubleshot POS issues such as printer routing, item availability, connectivity, and KDS delays before escalating to management or support.
- Collaborated with managers and staff during menu updates, LTO rollouts, and configuration changes affecting service flow.

Amerivest Realty — Real Estate Sales Agent
January 2020 – Present

- Managed client relationships, negotiations, and investment strategies.
- Utilized CRM platforms such as Salesforce to maintain accurate data and streamline communication.

Minnesota Twins / MiLB — Professional Baseball Player
2012 – 2019

- Served as team captain and communication bridge between English and Spanish speakers.
- Developed leadership, discipline, and teamwork skills in high-pressure environments.

Fort Myers Sun Broadcasting / Univision — Sales & Production Assistant

2019 – 2021

- Assisted in live production, advertising coordination, and Spanish-language media segments.

- Supported broadcast teams with scheduling and creative development.

Education

CourseCareers — Information Technology
Devslopes Code Academy — Frontend Development Program (Present)

Certifications

CompTIA Security+
Google Cybersecurity Professional
Cybersecurity/SOC Analyst — LeveldCareers
Larsson Real Estate School — Licensed in AZ, FL, CA

Soft Skills

Leadership · Problem Solving · Communication · Adaptability · Team Collaboration · Analytical Thinking