**Reydel Gutierrez**

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**Summary**

Innovative and solution-driven professional with a bachelor’s degree in computer science and a strong foundation in network, desk support and Development. Proficient in Networking Support, System Admin, Database management, and cloud services via Google Cloud Platform. Ready to leverage technical expertise and a problem-solving mindset to contribute to efficient, high-performing IT environments.

**Education**

**Florida International University, Miami FL | December 2022**

Bachelor’s degree in Computer Science. GPA: 3.4/4.0

**Miami Dade College, Miami FL | July 2020**

Associate’s degree in Computer Science.

**Certifications**

**Cisco Certified Support Technician (CCST)**

Cisco Systems, Inc. | March 2024

* Earned certification demonstrating comprehensive knowledge in network infrastructure and maintenance.
* Verify my certification: [www.cisco.com/go/verifycertificate] (Certification ID: XXXXXX).

**Skills**

- Networking Concepts - System Administrator - Technical Support

- Automation and Scripting - Database & CSV Manipulation - Cloud Computing

- OS and Linux Distributions - Software Dev and version control (Git) - Web Development

- Active Directory - Python, Bash (Main), PowerShell - Mobile device management

**Experience**

**Facility Engineer, Brightline Trains | Miami, FL | January 2023 – Present**

* Diagnosed and resolved network issues for advanced parking system infrastructures.
* Configured IP addresses and network settings for HVAC systems, enabling remote monitoring and control via HTTP, showcasing expertise in IoT device integration and network configuration.
* Oversaw installation and upgrades of facility equipment, requiring coordination with multiple vendors and planning.
* Installed troubleshoot racks, switches, and routers as well as end devices for facility networks.
* Applied technical proficiency to manage and configure embedded software within fire alarm panels, including disabling devices, system restarts, and updates, ensuring the system's operational integrity and compliance with safety standards.
* Recognized Member of the Brightline Orlando Opening Team.

**Web developer, MG Building Services | Miami, FL | January 2022 – 2023**

* Designed and implemented a web-based dashboard for administrative services and payroll management, streamlining employee time tracking, payroll processing, and reporting.
* Created intuitive dashboards for employees, incorporating features for time tracking and punch-in/out systems, for attendance management and improved operational efficiency.
* Implemented API integration to seamlessly connect the client portal with external services.

**Professional Development**

* CCNA CertificationPreparation | In Progress.
* Regular attendee of Cisco webinars and active user of Cisco's Networking Academy resources.

**Languages**

* Fluent in English and Spanish.

References available upon request.