

# Miguel A. Rivas

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Experienced IT professional of ~6+ years with a strong background in managing and maintaining complex network infrastructures, including routers, switches, and satellite communications. Skilled in developing and executing scripts for automation and system management to enhance operational efficiency. Committed to leveraging technical expertise to drive continuous improvements in network and system performance. Known by colleagues to be self-motivated, customer-focused, and innovative.

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## CAREER HIGHLIGHTS

- Successfully managed and maintained complex **network infrastructures**, including routers, switches, and satellite communications for **500+** personnel.
  - Developed and implemented Powershell Scripts to **automate** system tasks and streamline processes, **increasing efficiency by 70%** and reducing **60%** of manual efforts across various IT systems.
  - Provided top-tier **technical support** for support for government systems, including phone, email systems, and user account management, ensuring secure and seamless communication within **high-security** environments.
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## PROFESSIONAL EXPERIENCE

### United States Army

Jan. 2019 – Current

IT Supervisor (Trenton, NJ)

IT Specialist & Command Post Network Technician (El Paso, TX)

- Managed and maintained network infrastructure, including routers, switches, and satellite communications, ensuring optimal performance, minimizing downtime for critical systems, and meeting both operational and security requirements.
  - Developed and executed PowerShell scripts for automation and system management.
  - Provided technical support for government phones, email systems, and account creation using Active directory, purebred, outlook, and a ticketing system to deliver timely solutions for users and ensure all issues were resolved with minimal disruption to operations.
  - Administered Active Directory, security groups, and Cisco phone systems for 400-500 of personnel. Including adding them to allowed security group, up to date security practices, teaching basic troubleshooting, certification classes, software/hardware updates.
  - Ensured secure and reliable communications within military operations by monitoring systems, troubleshooting issues, and implementing security protocols to maintain confidentiality and operational integrity.
  - Collaborated with cross-functional teams to implement new technologies and upgrades, ensuring systems stayed up-to-date with the latest advancements and were aligned with evolving security standards and operational needs.
  - Manage a team of 6 IT specialists, with different specialists coming in and out every 2-3 years. providing leadership, mentorship, and technical guidance ensuring successful project completion and consistent service delivery. Encouraged my team to pursue higher education to enable our success
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## OTHER EXPERIENCE

### Uniqlo Inc, Wayne, NJ

Sept. 2019 – Dec. 2019

Sales Associate

- Provided high-quality customer service by greeting customers, addressing their needs, and providing an overall positive shopping experience.
  - Processed customer transactions accurately and efficiently at the point-of-sale (POS) including sales, returns, and exchanges.
  - Maintained the store appearance by organizing merchandise, folding clothes, and restocking shelves.
  - Participated in team meetings and training sessions, contributing to a culture of growth and learning.
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## EDUCATION

Full Sail University, Winter Park, FL

Associate of Science in Information Technology | May 2022

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## **SKILLS**

**Technical Skills:** Microsoft Office Suite (Word, Excel, PowerPoint and Outlook), PowerShell, CMD, Microsoft Azure, VMware, Call Manager, Purebred, AnyConnect, Active Directory, iOS, Android, routing, switching,

**Language Skills:** Fluent in English and Spanish