

# Roberto Antonio Siu Lemus

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<https://www.linkedin.com/in/siunetworks>

<https://github.com/SIUNETWORKSGitHub/SIU->

RESUME

## SUMMARY

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Experienced IT professional with 10 years of expertise, seeking a **Cloud Engineer position**. Proficient in Azure, AWS, and Google Cloud, with active industry certifications and hands-on experience in deploying and configuring Windows and Linux servers. Strong background in network troubleshooting, Active Directory management, cybersecurity analysis, and VMware virtualization.

Skilled in adapting to evolving technologies and optimizing cloud infrastructure and on-premises

Holds an associate in science in Computer Information Technology, along with three College Credit Certificates in Cybersecurity Analyst, Enterprise Cloud Computing, and Help Desk Support Technician from Miami Dade College.

## WORK EXPERIENCE

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### Elevance Health | Healthsun

Help Desk Analyst

Sep 2022 – Present

- Manage inbound helpdesk tickets through various channels, including phone, email, and ticketing systems, and scheduled appointments ensuring timely response and resolution.
- Utilize Genesys system for effective communication with end users, providing technical support and assistance as needed.
- Perform equipment replacement, repair, and escalate unresolved issues to appropriate IT staff, maintaining operational efficiency.
- Conduct management of Active Directory accounts and MobileIron App for mobile devices, including password resets and software installations.

Reimages with Windows 10 and windows 11 Enterprise devices, Maintenance and patching our Help Desk Lab with VMware Esxi 8.3 Hypervisor.

### Robert Half | Evox Technologies Corporation

Desktop Support Technician (Contract 1 year)

Oct 2021 - Sep 2022

- Installed computers, servers, and racks for a Brazilian bank and commercial office settings, enhancing the technological infrastructure.
- Executed security camera installations and managed low voltage cable setups, ensuring comprehensive security and connectivity.
- Analyzed and interpreted design drawings, blueprints, and installation guides for efficient cable management and PC deployment.

### Siu Handyman Networks LLC

Owner: Networking Technician and Computer Repair

Feb 2014 - Dec 2021

- Installed, operated, and troubleshoot office LAN networks, ensuring reliable connectivity and security through firewalls and wireless devices.
- Configured and managed Windows and Linux servers utilizing AWS, Azure, and VMware vSphere for both cloud-based and on-demand infrastructure.
- Interpreted and implemented design drawings and blueprints to install and secure cabling and hardware effectively.

- Set up and configured security camera systems, computers, and printers, enabling resource sharing with robust security measures.

## EDUCATION

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Miami Dade College Cybersecurity Bachelor of Science.	Sep 2024 Present.
Miami Dade College Associate in Science, Computer Information Technology	May 2024

## CERTIFICATIONS

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Cybersecurity Analyst   Miami Dade College	May 2025
Enterprise Cloud Computer, Miami Dade College	May 2024
AWS Academy Graduate - AWS Academy Cloud Architecting	Nov 2023
Help Desk Support Technician, Miami Dade College	Apr 2023
Microsoft Certified: Azure Fundamentals	Jun 2023
AWS Certified Cloud Practitioner	Mar 2022
AWS Academy Cloud Foundations	Feb 2022
HTML Certification, Programming HUB	Feb 2022
Learn Linux by Doing	Dec 2021
Cisco Certified Network Associate Routing and Switching, Cisco	Jul 2016
Microsoft Certified Technology Specialist: Windows 7 Pro, Configuring	Dec 2015
Cisco Certified Entry Network Technician CCENT, Cisco	Nov 2013
Microsoft Certified Professional	Apr 2012

## SKILLS

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Problem Solving, Automation and Scripting, Troubleshooting and critical thinking, Communication, Adaptability, and Technical Expertise  
 Cybersecurity Analysis, Google Cloud AWS Cloud • Azure Cloud • Linux+ • Microsoft Server • Project+  
 VMware Virtualization • MySQL Workbench • Office 365 • Cisco.

## PROJECTS

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**My Project:** I set up a Help Desk Lab using a Dell server and VMware ESXi 8.0, which hosts 10 virtual machines for learning and troubleshooting purposes and use Windows admin center with Azure arc to monitor and patch.

I built this page as part of my-- [Personal Project called My Siu Resume.](https://github.com/SIUNETWORKSGitHub/SIU-RESUME)  
<https://github.com/SIUNETWORKSGitHub/SIU-RESUME>