

IT Engineer IT Engineer Irving, TX Detail-oriented IT professional with over eight years of experience as a systems/ network administrator and programmer. Skilled at operating in a wide range of platforms. Excellent written and oral communication skills; capable of explaining complex system and software issues in easy-to-understand terms. Authorized to work in the US for any employer

Work Experience

IT Engineer OneShare Health - Irving, TX March 2019 to Present

Manage IT Help Desk Department Oversee hardware asset management Manage purchasing, maintenance and configuration of all equipment Work on day to day IT related issues Manage multiple projects and assignments with tight deadlines in a fast pace environment Develop new strategies and IT procedures to increase efficiency Sustained organization's network and implemented new network security measures Administer Office 365 & MS Office for the organization Managed all security systems including badge access control Maintained, managed RingCentral VoIP system and IVR Scripts Support of all multimedia equipment Onsite technical and cybersecurity lead Documentation development for user training

Technical Analyst II HCA - El Paso, TX May 2015 to July 2018

Respond to and resolve inquiries and requests for assistance with division or facility computer systems, and provided a superior customer support experience for users Create scripts as needed to reduce the time of deployment for approved applications EMR's and client support- Centricity, eClinicalWorks(eCW), Meditech, HOST and Midmark Diagnose, troubleshoot and resolved a range of software, hardware and connectivity issues Solid analytical skills in assessing functional and technical requirements Configured and installed Cisco routers and switches Managed and improved printing with addition of a Windows server 2012 print server Image and configure Dell, HP, Surface Pro and Apple devices to work with the company's infrastructure Worked closely and effectively with vendors to replace/repair defective hardware and software Commended for technical, analytical and problem-solving skills; effective task prioritization and customer service orientation Work as project manager and lead technical advisor on major projects for 3 years Experience with Bluecat networks IP management System

Administrator Cancer Center - Las Cruces, NM December 2012 to May 2015

Implemented two major projects successfully for new medical offices Hardware and Software configuration and

Installation Excellent analytical skills coupled with excellent oral, written, and presentation skills

Respond to e-mails from end-users regarding technical support Planning, Scheduling and implementing network hardware and software maintenance requirements Monitor all operations of network systems and Windows server Carry out all administration matters including, monitoring system performance and ensuring successful back up procedures in Windows environment

Maintained integrity of IT security infrastructure by upgrading systems software as needed

Enterprise Programming Analyst Asst New Mexico State University - Las Cruces, NM May 2012 to March 2015 Manage and maintain three Asset Works AiM System instances DBAN, UBAN and PBAN Provide on-call support and problem solution for campus computer applications

Extensively worked with User Interfaces using HTML5, CSS and Java Script Deployment activities into the target servers used for testing and server configuration on the test environment Provided support during version updates, batch process updates, various phases of testing in terms of defect fixes and validating functionality Performed Unit, Integration, User Testing and documented the results and code for future reference Tested websites for cross browser compatibility and fixing bugs and errors Work within defined objectives, priorities and deadlines, and adapted guidelines to specific situations Update and deleted user data by writing and running unique queries at department's request Followed Agile and Scrum Methodology Communication and collaboration which includes daily scrum meetings, sprints, goals, and sprint reviews

Network Administrator Vista College - Las Cruces, NM December 2011 to May 2012 Managed, configured, maintained and monitored all networks and servers campus wide Responsible for implementation and configuration of managed HP switches Technical expert to solve complex systems problems

Implemented server backup system for Windows server Created and maintained user access and accounts Provided support for NEC telephone system Installed and configured Windows server 2008 systems Maintained/troubleshoot campus networks and security Successfully implemented campus expansion 10 days before due date

PC Administrator United States District Court - Las Cruces, NM June 2010 to July 2011 Responded to help desk calls at Federal Judge and Clerk's office request Troubleshoot hardware problems with Dell laptops and desktops Software support

for users using Corel and Lotus applications Monitored day-to-day operations of technical equipment and systems Created and maintained user accounts in Linux environment Set up, configured, and installed hardware and software Maintained system networks and communication devices Provided individual and group training Designed and edited District Court website Provided support for Avaya telephone systems Tested systems/equipment, maintained of inventory and disposed of equipment Education Masters of Science in Cybersecurity in Cybersecurity Grand Canyon University - Phoenix, AZ August 2017 to Present Bachelors in Information and Communication Technology in Information and Communication Technology New Mexico State University - Las Cruces, NM May 2011 Skills Avaya (1 year), Cisco (3 years), CSS (2 years), Linux (1 year), Meditech (3 years), Tech Support, Active Directory, Service Desk, Desktop Support, RingCentral Phone System (Less than 1 year) Additional Information TECHNICAL SKILLS

Platforms: Azure AD, Office 365, Microsoft Windows Server (2016, 2012), Windows (7,10), Mac OS, Linux, iOS, Android Networking: Ubiquity, LAN Connectivity, DHCP, Wireless Networking, VPN/Remote Connectivity, TCP/IP, VoIP Software: MS Office Suite, MS Visio, MS Project, Active Directory, Oracle Virtual Machine, Adobe Suite, TOAD for Oracle, Dame Ware, Citrix EMR: Centricity, eClinicalWorks (eCW), Meditech Hardware: Dell (Computers, Servers), HP (Computers, Switches), Apple Mac Computers, Cisco (Switches, Wireless Devices and Phones), Avaya Phone Systems, SonicWALL Firewalls Languages: SQL, HTML, CSS, Bootstrap, JavaScript

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