

# Carlos A. Villa

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## Education

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- A.A.S in Cybersecurity – Northern Virginia Community College | May 2016

## Work Experience

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### March 2022 – Present: IT Operations Specialist – Paychex

- Manage and optimize Azure cloud environments focusing on reliability, scalability, and security.
- Deploy and manage Azure resources and components, ensuring seamless cloud operations.
- Implement role-based access control and security policies to protect resources and data.
- Utilize Azure Monitor to track and analyze the performance and health of cloud resources.
- Implement and manage Azure Policies to meet organizational standards and governance compliance.
- Leverage Azure Resource Graph to efficiently query and identify resources across subscriptions.
- Troubleshoot, maintain, and administer Oracle and SQL databases, ensuring their security and optimal performance.
- Administer Linux servers, including installation, configuration, and troubleshooting, to maintain a secure and robust infrastructure.

### April 2021 – March 2022: Data Center Operations Specialist – AWS

- Conducted comprehensive network and server assessments to identify vulnerabilities and recommend security enhancements.
- Performed various types of network troubleshooting to ensure secure and reliable network connectivity.
- Analyzed server logs and conducted root cause analysis to identify and remediate security incidents.
- Led training for team on rack recovery events, enhancing their ability to respond to critical situations.
- Diagnosed and resolved complex security issues on enterprise-level servers, ensuring business continuity in a 24x7 mission-critical environment.
- Triaged and resolved high-severity, customer-impacting events within SLA, minimizing downtime and maintaining customer satisfaction.

### September 2017 – April 2021: IT Specialist – JDM Title LLC

- Managed server and network support, including Azure cloud environment, to maintain a secure and reliable infrastructure.
- Maintained Active Directory to ensure secure user access and efficient network operations.
- Implemented backup solutions, such as Veritas, to safeguard critical files and ensure data availability.
- Managed patch updates for Windows Servers/Clients, applying security and minimizing vulnerabilities.
- Administered Office 365 environment, including licensing and mail flow troubleshooting.
- Resolved issues on-site and cloud Active Directory, ensuring seamless user access and data security.

## Certifications

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- CompTIA Security+
- Microsoft Certified: Azure Fundamentals

## ***Technical and Functional Skills***

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Cyber Security Operations, Network Security, Windows Administration, Database Administration (Oracle, SQL), Linux Server Administration, Active Directory, Incident Response, Azure Monitor, Azure Policy, Splunk, DevOps, Cloud Security, Virtualization (Vmware)