# BRYAN CHICA

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## EDUCATION

**California State University, Los Angeles**                                  **Expected Dec. 2025**
Bachelor of Science, Computer Information Systems: Focus on Information Security

## PROFESSIONAL EXPERIENCE

**Tecolote Research Inc.**                                                       **Aug. 2022 – Present**
**System Administrator**
Directly support the IT infrastructure and operations of Tecolote, ensuring the availability, performance, and security of the network, servers, and cloud services.

- Developed and maintained scripts to automate repetitive tasks using Windows PowerShell, improving system efficiency by reducing time spent on daily tasks by 80%.
- Managed a network of 150+ Windows Servers in high availability environment, ensuring 99.99% up time for critical business systems.
- Implemented and maintained disaster recovery procedures, including backup and restoration processes for virtual machines and Exchange Online mailboxes.
- Collaborate with other business professionals and clients to provide technical guidance, troubleshoot issues, and implement best practices.
- Participated in on-call rotations to provide after-hours support for system-related emergencies and critical incidents.

**Leidos**                                                                      **Jun. 2021 – Aug. 2022**
**IT Support Specialist**
Provide technical support for 3 Marine Corps Reserve units in the Los Angeles area that employ over 300 service members with both technical and non-technical high-touch users, remotely & on the field.

- Successfully planned and coordinated the upgrade of more than 200 workstations by adding RAM and an SSD as part of the Service Life Extension Program (SLEP) project.
- Responsible for the shipping and receiving of more than $150,000 of workstation for refresh. This process included creating more than 100 Remedy tickets, reimaging, domain join and pushing baseline. Ensured a quick turnaround, making sure the customer was always mission capable.
- Built excellent client relationships and worked proactively to further develop my technical aptitude and customer service knowledge, skills, and abilities, while working independently on complex tasks with some technical and management guidance.
- Administer all aspects of Active Directory such as creating, managing, and removing computer accounts for the organizational unit containers of the units I am responsible for.
- Provided support on a variety of hardware/software by identifying, researching, and resolving technical problems.

**United States Marine Corps**                                                  **Jul. 2018 – Jun. 2021**
**Team Lead | Technical Maintenance Supervisor**
Managed and distributed 1.7 million dollars in various communications property within the organization. Properly equipped Marines and Sailors to efficiently complete daily tasks.

- Successfully transformed a previously failed program to earning an overall 'low risk' and 'mission capable' designation. Earning a 'noteworthy performance' recognition by the evaluation team during the unit's biennial inspection.
- Managed the delegation of tasks and team member training, evenly distributing project assignments to 5 employees, reducing the maintenance turnaround time.
- Provided exceptional customer service to internal and external stakeholders via email, telephone, and on-site maintenance service, maintaining a consistent customer satisfaction record.

- Assessed operating conditions of equipment to identify preventative maintenance needs, reduce costs and ensure zero downtime of critical equipment.
- Reviewed work orders and related documentation to audit for any errors or omissions, averaging a 95% accuracy rating on all inventory shipments.

**Electronics Technician**                                                  **Sept. 2016 – Jul. 2018**

Performed the day-to-day maintenance needs of a complex electronic systems department including the planned and unplanned maintenance, modification, configuration, and alignment of systems.

- Diagnosed equipment by reviewing and interpreting technical documents, including service manuals, specifications, wiring documents, and blueprints for up to 10+ different electronic systems.
- Assisted with oversight of Key Management Infrastructure. Conducted daily counts of all Controlled Cryptographic Items (CCI), conducted serialized inventory and routine spot checks, always maintaining 100% accountability of all CCI, in compliance with National Security Agency standards.
- Maintained detailed system logs and manuals to document testing and operability of equipment, ensuring 100% accuracy of records and completing regular quality assurance checks.
- Managed and optimized communication with cross-functional departments to support field operations for 50 personnel in both domestic and international settings.
- Conducted acceptance testing and measurements on electronic components and assemblies to verify system compliance and resolve any discrepancies.

## CERTIFICATIONS

- Microsoft Azure Fundamentals
- CompTIA Security+
- CompTIA Network+
- CompTIA CySA+

- Microsoft Azure Fundamentals (AZ-900)
- ISC2 SSCP *(In Progress)*
- AWS Solutions Architect *(In Progress)*

## SKILLS

- Office 365
- Exchange Online
- VMware (ESXi, vSphere, Horizon)
- Veeam B&R
- Pure Storage
- AWS
- Terraform
- Arctic Wolf
- Okta

- Windows Server 2019
- Windows 10/11
- Kali Linux
- Ubuntu
- File Backup and Recovery
- Incident Handling
- SDLC/Agile
- Active Directory
- DNS/DHCP
- TLS/SSL Certificates

- Git/GitHub
- PowerShell Scripting
- Bash
- Nmap
- Cybersecurity
- Risk Management
- Vulnerability Management
- Threat Detection and Analysis
- Event Sentry/Monitoring
- Check Point Harmony