CHRISTOPHER MUNOZ

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EXPERIENCE

System administrator / Content Creator, Freelance   Jan 2022 - Present

- Deployed and configured multiple Active Directory instances in Microsoft Azure on Windows 2022 servers & managed users' credentials
- Installed & performed initial administrative setup of osTicket (users, groups, SLAs, help topics, etc)
- Deployed pfSense firewall for SOHO networks and optimized it for security: updated firewall rules, configured pfBlocker and suricata for maximum protection.
- Enabled secure remote access with OpenVPN and WireGuard VPN on pfSense for remote workers
- Created subnets & VLANs for better network segmentation; implemented firewall rules to make certain networks are unable to speak to the main network
- Automated the on-boarding of over 20 Linux Development machines with Ansible
- Deployed over 10 GPG Yubikeys for encrypting and decrypting files, SSH authentication, password-less logins and more

Projects & Tutorials on GitHub

- Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines
- Active directory deployment tutorial on Azure VMs
- Exploring Azure & networking protocols with VMs, Network Security Groups & WireShark

HOME LAB

- Purchased and deployed Dell PowerEdge server & Raspberry Pi 4 in my home lab
- Installed and configured Proxmox VE; set up hosts, networking, storage and more
- Deployed a highly available Kubernetes cluster

Assistant Manager, Ichiran USA   2019 - Sep 2021

- Oversaw a team of 15–20 people & trained 4 team members for supervisor roles
- Trained over 30 new hires on all 6 product preparation stations
- Interfaced with over 50 daily customers to make sure service was impeccable

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Linux, pfSense, Bash, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, TCP/IP, DHCP, Ansible, Git, SQL, Automation

CERTIFICATIONS

Course Careers IT Professional
CCNA (In progress, expected June 2023)

EDUCATION

Bachelor of Science in Computer Science (In progress, expected 2024)   WGU
Introduction to Computer Science and Programming   MITx
Practical Help Desk IT Professional Course   CourseCareers
TASC (GED)   New York