
Objective

Information Technology senior seeking a full-time IT position to apply and expand my skill set in system administration, project management, and infrastructure improvement in order to connect the world.

SKILLS

Technical Skills: Networking, Powershell, Linux, Entity Relation Diagrams, Power Apps, AWS, Active Directory, JAMF, MDT, SCCM, Virtualization, Airtable, Bomgar, Intune, Cisco IOS, Microsoft Office Suite, PC/Laptop Troubleshooting, ServiceNow, Power BI, Pivot Tables, Power Automate

Operating Systems: Windows 10/11, Windows Server, IOS, Android, Linux, Redhat, MacOS

Soft Skills: Communication, Teaching, Project Facilitation, Problem Solving, Time Management, Leadership, Creativity, Professionalism, Agile, Adaptability, Stakeholder Communication, Project Management, Attention to Detail

Certifications: Amazon Cloud Foundations

PROFESSIONAL EXPERIENCE**SCAI IT Support Specialist, Arizona State University****November 2024 - Present**

- Provided support to 12,000+ students, staff, and faculty at the largest department in ASU.
- Imaged and troubleshot Windows/Linux servers and machines for staff, researchers, and professors.
- Maintained and developed an Airtable inventory application to track 10,000+ devices.
- Averaged 25 support tickets a month with a 99% satisfaction rate while maintaining effective communication.

Networking Intern, Pacxa**June 2024 - August 2024**

- Toned and labeled 400+ data drops accurately in 3 different buildings on patch panels and data drops.
- Installed layer 2/3 enterprise-grade Cisco switches and HPE servers for different clients.
- Managed technical issues during installation and configuration to maintain network performance and reliability.
- Assisted stakeholders during meetings to meet stakeholder network needs.

Networking and Development Intern, Pacxa**June 2023 - August 2023**

- Created a physical server cluster with 3 HPE servers, Meraki firewall, Meraki WAP, Cisco router, and a Cisco switch.
- Implemented Azure Virtual Desktop using the on-premises server cluster to connect the Pacxa office and the cloud.
- Developed an inventory system that centralized 5000+ units of data using Power Apps hosted on the HPE cluster
- Automated email notifications with Power Automate flows to notify clients and Pacxa employees

LEADERSHIP EXPERIENCE**Project Management Intern, Pacxa****June 2024 - August 2024**

- Successfully led a team of 7 interns to develop a talent management application using Power Apps in 6 weeks.
- Employed Excel for the database, Power Apps and Power BI for the front end, and Power Automate for the backend.
- Streamlined the project by maintaining a Kanban board to ensure alignment and productivity among the team.
- Wrote end-user documentation, technical documentation, and maintenance documentation.

PERSONAL PROJECTS**Networking Project: Large Warehouse Connectivity - Packet Tracer****August 2024**

- Designed a robust Layer 2 and 3 network topology with VLANs, EtherChannel, HSRPv2, Rapid PVST+, and OSPF.
- Built an architecture that could effectively support 1000+ devices sending and receiving packets at the same time.

Enterprise Workstation Deployment - Wells Fargo**November 2024 - January 2025**

- Assisted in the large-scale deployment of 500+ enterprise workstations at Wells Fargo Headquarters in Chandler, AZ.
- Contributed to infrastructure optimization to provide seamless functionality for high-performance workflows.

EDUCATION**Arizona State University, Tempe, AZ****May 2026 (Expected Graduation)**

Bachelor of Science, Information Technology

GPA: 3.95

- Relevant Coursework: Shell and Script Development, Managed Configuration and Active Directory, Information System Security, Managing the Cloud, TCP/IP and Routing, OS Architecture, Data in the Cloud

Hobbies: Tennis, Building Keyboards, Cooking, Pickleball