



DANIEL J. BARROS

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PROFESSIONAL EXPERIENCE

NETWORK TECHNICIAN

September 2025 - Present

Sacred Heart University

Fairfield, CT

- Monitored and triaged tickets via the university's network management system, performing root cause analysis and tracking issue resolution across VLANs, switches, and access points.
- Executed L1 troubleshooting of Ethernet and wireless connectivity, DNS resolution, and DHCP lease issues before escalating to network engineering team.
- Configured and tested network hardware (routers, managed switches, patch panels), maintained IDF/MDF closet standards, and documented topology changes using CISCO DNAC and internal knowledge base.

IT SERVICE DESK & SUPPORT TECHNICIAN

March 2025 - Present

Sacred Heart University

Fairfield, CT

- Provided front-line and advanced technical support for students, faculty, and staff through in-person assistance, phone, remote access, and live chat, resolving hardware, software, network, and AV-related issues.
- Actively participated in resolving over **1000+** technical support tickets, delivering timely, accurate, and effective solutions across a diverse range of hardware, software, network, and user-related issues.
- Led on-site classroom support by responding to urgent calls (BAT phone), troubleshooting equipment, and ensuring minimal downtime during instruction.
- Assisted with the imaging, configuration, and deployment of university-issued laptops and desktops, as well as account management tasks like password resets and account activations.
- Supported malware and virus diagnostics, coordinated with IT Security when needed for account discrepancies.

OPERATIONS CLERK / HELP DESK

February 2022 - October 2023

United States Marine Corps

Okinawa, Japan

- Managed the maintenance, logistics, and security of **\$10,000,000** war simulation equipment, ensuring operational readiness and availability for training exercises and simulations.
- Served as the first point of contact for technical assistance regarding operational systems and hardware, providing timely and efficient resolutions.
- Managed accountability for over 200 Marines during operations, ensuring accurate tracking of personnel movements, assignments, status updates, and personnel records, including attendance, duty assignments, training, and qualifications, using computerized systems and manual logs to track individual and unit readiness.

HOMELAB ([Lab Toys](#))

- Deployed and configured a Samba Active Directory Domain Controller on a Raspberry Pi running Debian.
- Configured DNS services to support domain name resolution via Samba internal DNS.
- Verified AD functionality using nslookup, host, and netstat to confirm SRV, A, and LDAP record responses.
- Created a custom domain (homelab.local) and configured static IP networking.

EDUCATION

- **M.S. of Science in Computer Science & Information Technology** Exp. December 2025
- **Master of Business Administration (Management & HR)** GPA 3.86
Sacred Heart University, Fairfield, CT
- **B.A of Arts in Business Administration** GPA 3.65
University of Maryland Global Campus Japan, Armed Forces Pacific

CERTIFICATIONS, SKILLS & AWARDS

Skills: Network troubleshooting (TCP/IP, DNS, DHCP, VPN, firewalls), log analysis, incident response, Active Directory, password resets, imaging and deployment, hardware/software setup, ticketing systems, Microsoft Office Suite.

Tools: SIEM, EDR, SOAR, IDS/IPS, Tcpdump, Nmap, Wireshark, Raspberry Pi, Virtualization.

Programming/Scripting Languages: Python, Java, SQL, PowerShell, Bash, C++.

Awards: Dean's List (X2), Upsilon Pi Epsilon Honor Society, and over 20 military service-related medals, letters of appreciation, and awards.

Certifications: [Network+](#), [Security+](#), [CySA+](#), [Security Analytics Professional \(CSAP\)](#), CCNA (In Progress)