# Santiago Marin
## System Security Administrator

IT Engineer with vast experience in networking, analytical thinking, programming, and creative problem-solving. Able to apply customer service concepts to IT to improve the user experience for clients, employees, and administration.

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## WORK EXPERIENCE

### System Security Administrator
**L.L.Bean**

*01/2022 - Present*
*Achievements/Tasks*

- Creates, removes, audits and maintains system security access for new existing users.
- Troubleshoots and solves routine I.T security access issues, including 3rd party service provider solutions.
- Conducts audits of internal security accuracy and support Cyber Security and Vendor audits.
- Participates in projects as a subject matter expert.
- Collaborates with L.L.Bean Bussiness areas for automated role definitions.
- Documentation of support procedures for new or changed IT systems..
- Employs information security policy and standards, and shop standards within the context of job responsibilities
- Creates Scripts using PowerShell to automate daily task

### Support Center Technician
**L.L.Bean**

*05/2021 - 01/2022*
*Achievements/Tasks*

- Provide technical assistance and remote support for L.L.Bean direct employees and contractors.
- Answer, evaluate and prioritize incoming requests for assistance from end-users experiencing problems with hardware, software, and networking issues.
- Ensure a timely resolution of incidents according to the established SLA's.
- Build and maintains solid working relationships with key contacts from different departments.
- Lead Alignment Team meetings with key stakeholders. Share documentation and feedback with the team.

## EDUCATION

### Front-End Web Development
**Universidad Cenfotec**

*03/2022 - Present*
*Courses*

- Web development degree

### Computer Science
**Universidad Fidelitas**

*01/2019 - Present*
*Courses*

- Bachelor in Computer Science

## SKILLS

App Packaging · SCCM · Technical support · Cybersecurity · Customer service · Networking · Java · Office 365 · Teamwork · Dedicate · Leadership · Research · Passionate · HTML · CSS · Active Directory · Fast-learner · IAM · Powershell · PowerAutomate · JavaScript · Linux · Scripting · Problem-Solving

## CERTIFICATES

**Web Design**
*HTML & CSS*

**Scrum Fundamentals Certified (SFC)**
*SCRUMstudy - Accreditation Body for Scrum and Agile*

**Bootstrap**
*CSS framework*

**JavaScript**
*Freecode certification*

**Oracle Cloud Infrastructure Foundations 2021 Associate**
*Cloud Associate Certificate*

**CCNA Routing and Switching**
*CCNA 200-301 certificate*

**PowerShell for Active Directory Administrator**
*Build and IT Infrastructure using PowerShell*

**App Packaging**
*Application packaging through SCCM, Admin Studio and PowerShell*

## LANGUAGES

**English**
*Full Professional Proficiency*

**Spanish**
*Native or Bilingual Proficiency*

## INTERESTS

Networking · Cloud and virtualization · Azure · VM · Linux · Programming · Technical support · Customer service · Cisco · Security · IT · SharePoint · BackEnd · FrontEnd · Scripting