DOMINIC GULYAS

CONTACT INFORMATION

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BADGES

Fortinet	Fortigate 7.0 (Training)
AWS	Academy Cloud Foundation
AWS	Academy Architecture Foundation
Palo Alto	Palo Alto Network EDU-120 (Training)
Redhat	Systems Administration 1 & 2 (Certificate of Attendance)

SKILLS

- Troubleshooting
- Communication
- Resourcefulness
- Networking
- Customer Service
- Virtualization
- Adaptibility
- Cloud

HOMELAB AND PROJECTS

Proxmox Hypervisor running services:

- PLEX on Debian.
- TrueNAS for data integrity
- Pi-Hole for DNS Sinkhole.

Home Devices connected via VLANs through a managed switch.

Future Projects currently researching:

- Firewall, Webserver, Docker

Capstone Network Project

- Creating a network connecting 3 sites to a central HQ.
- Incorporating services:
  - Ansible, PFSense and DHCP Server
- Work effectively as a team.

RECENT WORK EXPERIENCE

Technology Assistant (IT Service Desk) ● BCIT

May 2022 - Current

- Tier 1 help desk support via in person, phone and email.
- Incident tracking, escalation and documentation through Cherwell.
- Supporting and troubleshooting users hardware, software and networking in person or via remote desktop.
- Familiar with Windows, macOS, Android, iOS and Linux devices
- Imaging devices over PXE boot.
- Inventory Tracking through Cherwell CMDB.
- Providing excellent and friendly customer support.

Guest Services Manager ● Cypress Mountain

November 2016 - 2021

- Managing call center receiving 300+ calls a day during peak.
- Supporting Director of IT as part of a support team with software and hardware related issues at Resort.
- Hiring, training and managing a team.
- Insuring guests are treated with quality service.

CERTIFICATES

CCNA - Cisco Certified Network Associate (2023) - CISCO

AZ-900 - Azure Fundamentals (2023) - Microsoft

DP-900 - Azure Data Fundamentals (2023) - Microsoft

EDUCATION

Computer Information System Administration Diploma

British Columbia Institute of Technology | 2021-2023

- CCNA, CCNP and CCIE (Routing and Switching)
- Enterprise Windows Services (Microsoft System Center Suite).
- Microsoft Windows Active Directory Environment.
- Deploying Exchange Servers and Exchange Admin Center.
- Office 365 Administration and Microsoft Teams.
- Linux Enterprise Administration.
- Network Security (Fortinet, Palo Alto, Firewall, Splunk and SIE).
- Cloud Services (Amazon Web Services and Azure).
- Virtualization (Hyper-V, Proxmox, VMWare, VMM).
- Managing Network Services (VoIP, Proxmox, Docker, Ansible).
- Scripting and Python Programming.

Hospitality Management Diploma

Douglas College | 2018