# DOMINIC GULYAS

## CONTACT INFORMATION

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| | /in/dominicgulyas |

## BADGES

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|---|---|
| **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
- Resourcefulness
- Customer Service
- Adaptibility
- Communication
- Critical thinking
- Patience
- Network Services

## HOMELAB

**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

## REFERENCE

**Ken Odaka** - Director of I.T.

Cypress Mountain

kodaka@cypressmountain.com

(604) 787 - 3353

## EDUCATION

### Computer Information System Administration Diploma

*British Columbia Institute of Technology | 2021-2023*

- CCNA, CCIE and CCNP (Cisco Networking, 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 (AWS 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*

## CERTIFICATES

CCNA - Cisco Certified Network Associate (2023) - CISCO

AZ-900 - Azure Fundamentals (In Progress) - Microsoft

DP-900 - Azure Data Fundamentals (In Progress) - Microsoft

## WORK EXPERIENCE

### Student Systems Analyst (IT Help Desk) ● BCIT

*May 2022 - Current*

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

### Guest Services Manager ● Cypress Mountain

*November 2016 - 2021*

- Creating lift ticket & pass products in backend for RFID systems.
- Supporting Director of IT as part of a support team with software and hardware related issues on Resort.
- Hiring, training and managing a team.
- Insuring customers are treated with quality service.

### RentMoola Payment Solutions

*February 2015-2016*

- Providing customer support to clients and customers.
- Documenting and tracking tickets in Zendesk.
- Understanding Canadian Payment System.