

# 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
- Critical thinking
- Customer Service
- Patience
- Adaptability
- 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.