

🔗 Experience

Daiwa Capital Markets of America

Technical Operations Engineer

May 2023 – Apr 2024

New York, NY

- Automated many tasks via **Powershell** including software installation and related tasks, software updates, and Windows registry modification.
- Utilized **Splunk** and Splunk query language (**SPL**) for log processing and automation.
- Wrote map application with **Angular** and **TypeScript** for navigating office buildings and keeping track of users and asset locations using a database via **ServiceNow** API. Used **Git** for Version Control.
- Planned and managed projects for the NJ satellite office as the only engineer on-site.
- Installed, configured, and repaired **iOS**, **MacOS**, **Android**, **Linux**, and **Windows** machines in person and remotely.
- Worked with **Azure** to manage MFA, **Active Directory** Objects (including users and groups), **Virtual Machines**, **cloud storage**, and mobile devices.
- Provided in-depth Application support for internal applications as well as technical support for third-party applications, such as **Citrix Workspace** and **Microsoft 365 Suite**.
- Assisted in the implementation of cloud initiatives, such as migrating on-premises workloads to the cloud and ensuring cloud performance optimization, as well as security and compliance through the implementation of robust security measures on our cloud environment, including access controls, data encryption, and regular security audits to maintain compliance with financial industry regulations.
- Provided support for hundreds of users, including **traders** and **executives**, in a fast-paced financial firm.

Google

Technical Operations Engineer

Feb 2020 – Jan 2023

Mountain View, CA/New York, NY

- Installed, configured, and repaired **iOS**, **MacOS**, **Android**, **ChromeOS**, **Linux**, and **Windows** machines in person and remotely.
- Provided on-site and remote support for engineers and **executives** during COVID-19 and beyond, including workstation repairs, network troubleshooting, and support for advanced technologies like robots and prototype technologies at the [Moonshot factory](#).
- Designed and implemented a software gadget/widget for an internal search engine similar to Google Search using **Machine Learning** to make certain information more easily accessible.
- Wrote scripts for automating tasks using **Powershell** scripting language.
- Wrote and published production code in **TypeScript**, **Java** and **Python3** for internal support tools.

Software Engineer (20% Project)

Apr 2021 - Feb 2023

- Contributed code to web application using **TypeScript**, **Angular**, critique (open-sourced as **Gerrit**) and Blaze (open-sourced as **Bazel**). Designed, implemented, and maintained a feature that parses user input and provides suggestions for inclusive language.
- Received training and mentorship in Software development and practices from senior engineers on the team.

Estee Lauder Companies

Senior IT Specialist

Apr 2019 – Jan 2020

New York, NY

- Routinely handled Installation of hardware and software systems in a fast-paced, corporate environment, at multiple locations.

- › Provided maintenance, repair, and troubleshooting of **MacBooks, iMacs**, non-Mac **laptops** and **desktops**, **printers**, as well as various **Android** and **iOS** mobile devices.
- › Maintained network switches and connections as well as Wireless network configurations.
- › Utilize Active Directory to manage users, groups, and devices.
- › Managed hundreds of users daily, including **executive**-level users, as the only IT specialist onsite.
- › Trained and managed incoming techs prior to leaving the role.

Dell Technologies

Field Technician IV

May 2018 – Apr 2019

New York, NY

- › Carried out routine installation of Dell hardware and software. Repaired and troubleshot Desktop PCs, **Servers, laptops**, and mobile devices.
- › Traveled between many large and small businesses and completed tickets (hardware repairs) promptly.
- › Developed exceptional customer service skills as a customer-facing service technician in a role with an extremely diverse customer base.

Projects

Campus Maps API

- › Wrote API for map application as an open-source project using **Git, NodeJS, Express**, and **SQLite3**. Manually configured and managed the Server and Database as well.
- › Imaged, configured, and manage **Linux** server which hosts the API. configured RSA keys for secure remote access. Installed and configured **PM2** for managing application status and logs via command line.
- › Installed, configured, and secured network equipment including installing network hardware, configuring **DNS** and **MAC** address filtering, and implementing Port security/**Firewall**.

Campus Maps Desktop

- › Wrote open source map application for navigating office buildings and keeping track of users and asset locations using **Angular 17** and **Typescript**.

Education

Burlington College

Computer Science

Mount Laurel, NJ

Edison Job Corps Academy

Computer Science

Edison, NJ

- › Studied and Obtained CompTIA A+, Network+ and Security+ Certifications.

Skills

Proficient: TypeScript, Powershell, Java, ActionScript **Familiar:** Python, C, C/C++

Technologies Git, Angular 8+, Nest/NodeJS, ExpressJS, Jest, Jasmine, Karma, NPM, yarn, PostgreSQL, SQLite3, SQL, .NET, Bash, ZSH, Batch