

# Giancarlo Perez

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## EXPERIENCE

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### IT Support Technician

January 2023 – Present

*Information Systems, Six Flags Over Texas*

*Arlington, TX*

- Used a help desk ticketing system to provide software and hardware support to end users for POS systems, Windows, printers, LAN hardware, VoIP telephones, and A/V equipment.
- Experience in Active Directory, Azure, Cisco IOS CLI, Meraki, RDP, and other proprietary software.
- Utilized asset management tools to maintain inventory, track device lifecycles & warranties, as well as imaging and deploying new devices
- Provided computer-based solutions for miscellaneous business problems while maintaining a service-level agreement.

### Operational Supervisor

February 2022 – December 2022

*Operations Department, Six Flags Over Texas*

*October 2019 - December 2022*

- Oversaw operation of area in park consisting of multiple attractions and 25+ team members, ensuring company and industry safety, cleanliness, and guest service standards are met.
- Trained and supervised dozens of front-line team members in order to safely and efficiently operate amusement attractions.
- Respond to attraction downtime situations, guest concerns, and other situations as needed.
- Verify that all required documentation, including safety checks and team member certification logs, have been completed prior to opening every day.

## PROJECTS

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### Home Lab | Cisco IOS, HTML, JavaScript

June 2023 – Present

- Configured Cisco network switches to manage internal network traffic, including VLAN setup and inter-device communication.
- Hosted a personal web server (g-perez.net) on a Raspberry Pi using Apache and Certbot SSL Encryption. Configured DNS settings and set up port forwarding to the Raspberry Pi using a personal domain.
- Utilizing Windows 11 Pro with Remote Desktop Protocol (RDP) to remotely control and manage PCs running services such as Docker containers and game servers.

### Tiva C Network Stack | C

March 2024 – June 2024

- Designed and implemented a fully functional IPv4 network stack on a Texas Instruments Tiva-C TM4C123GH6PM microcontroller, enabling robust communication over Ethernet.
- Utilized the ENC28J60 Ethernet controller as a peripheral using SPI, achieving data transfer in a 10Base-T half-duplex configuration.
- Integrated functionality for several protocols, including TCP/IP and UDP for data transfer, DHCP for dynamic addressing, and MQTT for seamless messaging for IoT applications.

### Discord UNO App | node.js, JavaScript

October 2020

- Developed a Discord application using the discord.js API to simulate a game of UNO with 2+ people.
- Used node.js to install various libraries and package and run the project

## EDUCATION

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### University of Texas at Arlington

Arlington, TX

*Bachelor of Science in Computer Engineering*

*August 2020 – May 2025*

**Relevant Coursework:** Embedded Systems, Electronics, IoT & Networking, Real-Time Operating Systems, Signal Processing

## SKILLS

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**General Skills:** Customer Service, Problem-Solving, Adaptability

**Technical Skills:** Network Troubleshooting, Electronic Hardware Repair, Software Development, Information Technology

**Languages:** C/C++, ARM Assembly, JavaScript, Windows PowerShell, Cisco IOS

**Certifications:** CompTIA A+