

# Guillermo

grdg.dev

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linkedin.com/in/g-rdguez 

Experienced IT Support Engineer in possession of high demand skills. Organized and methodical, excellent team player and collaborator. Expert with a wide variety of security, engineering, networking, and operating system software.

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## Skills

- Linux
- Bash
- AWS
- Python
- Cisco
- Docker

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## Experience

09/2018 – PRESENT

### IT Support Engineer / Amazon

Supporting users via both chat and phone, researching and resolving network outages, working with specialized teams to resolve issues within business specific applications.

02/2018 – 02/2018

### IT Support Specialist / GE Digital

Supporting users via both chat and phone, researching and resolving network outages, working with specialized teams to resolve issues within business specific applications.

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## Education

JANUARY 2018

### B.Sc Information Systems Technology / MDC, Miami

Database Concepts Design, Introduction to C++, Operating Systems Principles, IT Project Management, Cyber security, Network Design and Planning.

MAY 2015

### A.S. Networking Services Technology / MDC, Miami.

Cisco Systems' Routing and Switching, Network +, A+, Visual Basic programming, MTA, MCSA.

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