

FRANKLYN RODRIGUEZ

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Brooklyn, New York

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Professional Summary

- Detailed oriented IT Infrastructure Specialist with 5+ years of industry experience; Enterprise Networking, Multi-Cloud (AWS, Azure, GCP, OCI) planning, designing, implementation, support and Operations.
- Primary areas of expertise include Multi-Cloud infrastructure deployment and administration, involving Cloud Native Technology Solutions: VPCs, VNET, Lambda, VM/EC2 Instances, Containers, load balancers, IAM (multifactor authentication, MFA; Single sign-on, SSO), encryption, application security and data protection.
- Expertise in utilizing DevOPS tools: IaC (Terraform), Code development/Scripting (VS Code, Linux, AWS, Azure, GCP, OCI Cloud Shell), Docker, Kubernetes, and GitHub along with my best-in-class technology skills and requisite certifications, to ensure smooth and efficient IT infrastructure, deployment, configuration, operational support for the organization for mission critical business.

Professional Experience

IT Infrastructure Specialist, **Compu21 Institute**, - Flushing, NY 9/2020 - Present

- Provide end-to-end support for cloud infrastructure, including design, deployment, and maintenance of cloud-based systems.
- Implement security measures for cloud infrastructure and applications, including IAM roles, security groups, and network ACLs.
- Provide first-level support for Windows, Linux, and Mac OS users, including troubleshooting hardware and software issues.
- Administer and support databases, including MySQL, PostgreSQL, and MongoDB.
- Manage and maintain virtualization infrastructure, including VMware and Hyper-V.
- Collaborate with cross-functional teams to resolve complex issues and ensure customer satisfaction.
- Configure and deploy laptops and desktops for new employees.
- Maintain and managed Active Directory user accounts and group policies.
- Provide support for Microsoft Office Suite, including Outlook, Word, Excel, and PowerPoint.
- Troubleshoot network connectivity issues, including VPN, wireless, and LAN.
- Monitor and maintain network infrastructure, including firewalls, switches, and routers.
- Assist in the implementation of new IT systems and infrastructure.
- Manage multi-Operations systems, including Windows, Linux, and MacOS.
- Design, deploy, and maintain cloud-based systems on AWS and Azure.
- Implement and manage Infrastructure as Code (IaC) using Terraform and Ansible.

- Design and implement network infrastructure, including VPN, VPC, and VNET.
- Develop and implement IT policies and procedures to ensure compliance with industry standards.

IT Support Specialist, Brooklyn Plaza Medical Center, Inc. - Brooklyn, NY 4/2013 – 7/2022

- Provided timely technical support for workstations, laptops and other peripheral equipment, including installing, configuring, maintaining, malware removal and repairing equipment in a networked environment throughout three sites.
- Utilized diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Troubleshoot workstations services and systems and makes recommendations for improvements to increase productivity and address workflow issues.
- Participated in the execution of rollouts/deployments, migrations and upgrades for over 120 PCs and laptops.
- Responded expeditiously to daily technical issues via telephone and email.
- Assisted in documenting, tracking, and monitoring problems to ensure a timely resolution.
- Provided training to new and existing users on various systems, applications and software as needed.

Professional Certifications

- CompTIA Security+ (Certification October 2023) Compu21 Institute, Flushing, NY
- CompTIA Network+ (Certification November 2023) Compu21 Institute, Flushing, NY
- AWS Cloud Practitioner (Certification December 2023) Compu21 Institute, Flushing, NY
- Microsoft Azure Fundamentals (Certification January 2024) Compu21 Institute, Flushing, NY
- CompTIA CyberSecurity Analyst+ (Certification February 2024) Compu21 Institute, Flushing, NY
- CompTIA Linux+ Administration (Certification March 2024) Compu21 Institute, Flushing, NY
- CCNA – Cisco Certified Network Associate (Certification April 2024) Compu21 Institute, Flushing, NY
- CompTIA A+ (Certification May 2024) Compu21 Institute, Flushing, NY

Education

Bachelor of Technology in Computer Systems Technology, **NYC College of Technology**
Associate in Applied Science in Micro-computer Business System, **NYC College of Technology**

Professional knowledge and technical skills

- Multi-Operations systems (Windows, Linux, MacOS)
- Multi-Cloud infrastructure (AWS, Azure, GCP, OCI)
- DevOps tools (Terraform, Ansible, Docker, Kubernetes, Github)
- Network infrastructure (VPN, VPC, VNet, firewalls, switches, routers)

- Security (IAM, security groups, network ACLs)
- Databases (MySQL, PostgreSQL, MongoDB)
- Microsoft Office Suite 365
- Active Directory
- Virtualization (VMware, Hyper-V)
- Cable management
- eClinicalWorks (EMR/EHR)
- CHCHANYS Azara CPCI
- Healthix – Health Information Exchange
- Telehealth
- Excellent communication, Customer Service, and problem-solving skills
- Bilingual (Spanish/English)