ISAAC MARINERO

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🔗 https://github.com/iceage31580   📍 Los Angeles, Ca

EXPERIENCE

System Administrator(Part-time)

St. Mary's Academy

📅 10/2023   📍 Inglewood, California

- Provided comprehensive hardware, software, networking, and cybersecurity support for over 1500 devices across Windows, Apple, and ChromeOS platforms, including remote and on-site troubleshooting.
- Administered Active Directory, Microsoft 365, and SharePoint, providing account management and technical support to staff and students.
- Supported cloud-based configurations and integrations using collaborating with faculty to implement digital tools for educational purposes.
- Developed and deployed software updates and system configurations, supporting academic operations across multiple information systems.
- Provided Tier 1, 2, & 3 support, resolving hardware, software, and network issues, including internet connectivity and Google Suite access.Collaborated with the Head of School and Director of Finance to report on progress and ensure consistent technology support.
- Implemented and managed Cisco Meraki switches, developed policies for VLANs, and maintained network security and efficiency.
- Reduced technology costs by 70% through effective vendor management and negotiation.

IT/Gaming Support Technician (Night Shift)

The Commerce Casino

📅 02/2022 - Present   📍 Commerce, California

- Expertly troubleshooted and repaired network devices, including switches, routers, and cables, ensuring uninterrupted network connectivity for a network of over 1,000 computers and devices.
- Designed and maintained internal web-based tools using HTML, CSS, and JavaScript to streamline gaming operations and improve user interface for technical support staff.
- Employed Python and SQL to automate database tasks, supporting backend systems for various casino applications.
- Provided exceptional customer service while resolving an average of 100 technical tickets per week using ServiceNow.
- Programmed and tested camera modules on Raspberry Pi & Orange Pi devices using Linux, ensuring high-quality video streaming for gaming tables.
- Leveraged PowerShell and SQL to perform complex database tasks and automate technical processes, improving efficiency.
- Demonstrated mechanical aptitude by replacing damaged motors, sensors, and electrical components in casino equipment
- Supported continuous integration and deployment (CI/CD) pipelines, facilitating smooth updates and new feature rollouts for internal projects

Desktop Support Technician

Burlington Convalescent Hospital

📅 01/2013 - 12/2022   📍 Los Angeles, California

- Provided bilingual care in Spanish & English for residents, assisting in daily activities such as meals, transfers, and bed-bound patient care
- Coordinated with technology vendors and managed purchasing requests, optimizing cost efficiency and ensuring high-quality deliverables
- Maintained organized and secure technology storage and workspace environments, promoting safety and efficiency for project teams
- Managed hospital's Point-Click-Care to provide access and used Excel to create Employee schedules

EDUCATION

Bachelor in Computer Science

Western Governors University

📅 2023

Associates in Health Sciences

Pasadena City College

📅 2024

Associates in Engineering & Technology

Pasadena City College

📅 2021

Associates in Natural Sciences

Pasadena City College

📅 2020

CERTIFICATION

A+ Network+ Security+

CompTIA

CNA

California Department of Public Health

PROJECTS

Social Media Application

📅 12/2022 - 02/2023   📍 Los Angeles, Calforia

🔗 https://github.com/iceage31580/iceage31580-pep-project/tree/master/src/main/java

Revature

- Developed a robust Java-based backend API utilizing JDBC and SQL technologies, responsible for seamless user registration, secure user login, and efficient processing of new message creation

Lovelab

📅 05/2022 - Present   📍 Los Angeles, California

🔗 Lovelab.app

Sol Innovation

- Oversaw the development of new features for the website and application using Python Flask & increased website traffic by 100%
- Managed database using PostgreSQL technologies
- Recruited talent for different aspects of the application development
- Integrated AI into the chatbot to allow for a more unique experience