

IRVIN DE LA O

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EDUCATION

Fowler College of Business, San Diego State University, San Diego, California

Oct 2021

Bachelor of Science in Business Administration - Major: Information Systems

- **Relevant Coursework:** Fundamentals of Cybersecurity Management, Networks and Data Communications, Data Management Systems (MySQL), E-Business/Web Development (HTML5, CSS), Business Application Programming (Python), Information Systems Design and Analysis
- **GPA:** 3.0

Mesa Community College, San Diego, California

May 2019

Associate of Science: Business Administration - Computer and Information Sciences

TECHINICAL SKILLS

- **Network Monitoring:** Network skills on connectivity and troubleshooting, including routers, switches, DNS, DHCP and TCP/IP.
- **Web Development:** HTML, CSS, AWS Cloud Services.
- **Programming:** Python, MySQL.
- Time management and multi-tasking.
- Flexible, and able to work in a dynamic, team-oriented environment.
- Strong analytical and problem-solving skills.
- Strong interpersonal skills, telephone etiquette, and professional demeanor.
- Self-motivated and goal-orientated.
- Ability to work in a team and independently.
- Great attention to the problem description, detail, and impact.
- Strong computer skills and ability to troubleshoot various computer-related problems.
- Effective team player with highly proficient customer service skills.
- General understanding of Network Infrastructure, and IT infrastructure services and protocols.
- Experienced with PC hardware repair of laptops, desktops, and servers
- Experienced in Supporting Microsoft Office Products (Azure-Active Directory, Word, Excel, Outlook)
- Experienced in Supporting G – Suite products (Gmail, Google Drive, Google Admin, Google Calendar, Google Groups)
- Experienced with troubleshooting common browsers (Firefox, Google Chrome, Safari)

PROFESSIONAL EXPERIENCE

Epsilon Systems Solutions, San Diego, CA

08/2021 – Present

IT Desktop Support Specialist

- Held secret-level security clearance, in compliance with federal guidelines.
 - Secret-level clearance status: Active (May 2022 – Present)
- Network Administration and Infrastructure including user account creation and disabling of user objects.
- Trained users on best security practices on a weekly basis.
- Helped users with password resets, time-keeping issues.
- Troubleshooting hardware issues for local and remote users. (repair of laptops, desktops)
- Computer and printer support for local users.
- Coordination of computer upgrades with end-users.
- Maintain Help Desk ticket via the ticketing system and escalate support issues that simple corrective measures cannot resolve.
- Responsible for new account creations and account terminations/deletions, including creating Active Directory accounts, licensing users in Office 365, assigning users to the correct security groups for local file permissions, and updating email distribution lists with the new employees.

- Ability to monitor and evaluate administrative procedures to include inventory and compliance with system and installation specifications.
- Conduct engineering, administration, configuration and troubleshooting services in support of the Enterprise Windows and Linux Operating Environment.
- Provide support in engineering, administration, configuration and troubleshooting services in support of the network enterprise storage and backup service.
- Pursuant to the various government contractual requirements and deliver projects on time and with the highest quality.