John Patrick Baltazar

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EDUCATION

California State University, Northridge, CA   Expected Graduation: May 2019
B.S., Computer Information Technology
Certificate (Minor): Geographic Information Science
Coursework: Web Engineering, Data Structure, System Security, System Development, GIS Automation
Activities: Layer 8 Computer Security Club, Geography Club, Filipino-American Student Association

TECHNICAL SKILLS

Operating Systems: Windows, Mac OS, Linux, iOS, Android, Chrome OS
Programming: HTML, CSS, JavaScript, jQuery, React, Python, Bash, Git, PHP, Laravel, Ansible
Networking: Virtualization (VM or Containers), Microsoft Message Analyzer, Ruckus, Cisco Meraki
Security: Wireshark, Metasploit (familiar)
Applications: AD, Hyper-V, SCCM, Adobe CC, Apache, ArcGIS, QGIS, AWS, HashiCorp, Docker, Postman
Databases: PostgreSQL for ArcGIS, Access, MySQL, MariaDB, NoSQL (DynamoDB, MongoDB)

EXPERIENCE

California State University - Northridge, Northridge, CA
Web Developer and Operations, Student Assistant   May 2018 – Present

- Front-end user support to diagnose and resolve any software issues, hardware, and peripheral devices through various channels of communication.
- Practices of development tools such as Git, React, Vagrant, Docker, Laravel, Terraform, Ansible, etc.
- Leveraged knowledge in Front-End Web Development & IT Operations. Tasks includes automating deployments, migrating architecture to serverless using AWS (EC2, S3, DynamoDB, CloudFront, etc.)

Desktop Architect & Desktop Support, Student Assistant   Apr 2018 – Aug 2018

- Worked under direct supervision of Desktop Architect lead and Desktop Support lead.
- Utilize everyday tools such as System Center Configuration Manager, Active Directory, JAMF, and Hyper-V to provide imaging, testing updates and on-site support to users within the enterprise.

Moulton Logistics Management, Van Nuys, CA
Desktop Support & Network Technician   Nov 2016 – May 2018

- Diagnose and resolve software issues, hardware, and peripheral devices through various channels of communication.
- Maintain enterprise monitoring tools with all device addresses and receive/respond to any alerts.
- Documenting configurations and maintaining enterprise repository of system documentation.
- Provide emergency after hours support for mission critical systems as required.

Computer Operator   Nov 2013 - Feb 2017

- Data processing; constantly monitor the system for any errors and assist helpdesk team.
- Regular data backups to protect the organization's information due to PCI compliant.
- Worked part time Computer Operator and in IT during late 2016.

DeVry University, Sherman Oaks, CA   Dec 2011 – Dec 2013
IT Helpdesk

- Manage PC setup and deployment for employees using standard hardware, images and software.
- Follow the standard help desk procedures including for the ticketing system.

PROFESSIONAL INVOLVEMENT | VOLUNTEER ACTIVITIES

Heal the Bay, Volunteer   Oct 2017 – Apr 2018

- Assist in removing trash from state beaches, effectively reducing the amount of pollution and debris entering the Pacific Ocean.

LANGUAGES | INTERESTS

Fluent in English and Tagalog
Interests: Tech Savvy, Team Sports, and Outdoor Adventures