Felipe Juan Comboni

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LinkedIn | *willing to relocate*

An initiative-taking, enthusiastic, and Collaborator bilingual IT Professional with a Bachelor of Arts in Computer Science and extensive knowledge of various programming languages. Serving as vital resource for Help Desk staff, overseeing daily support operations and aiding on complex trouble tickets also supporting and maintaining servers, desktops, firewalls, network equipment, software applications and backup systems willing to relocate for the right role.

DATA PROCESSING SKILLS

- Windows XP, Vista, Windows 7, 8, 8.1, 10, and OS Mac)
- Programming language (Python, Java)
- Web Development (HTML5, JavaScript, CSS3, Ruby on Rails, SQL, PHP, JSON, jQuery)
- Security protocols (HTTPS, SSL, PCT, IPsec, DHCP, TLS)
- Cloud Computing (Azure, AWS)
- Virtualization Programs (VMware, Hyper-V)
- Scripting (PowerShell)
- Microsoft Office package (Word, Excel, Access, Office Office365, Power BI, SharePoint)

WORK EXPERIENCE

Prime Flight, *Houston*, *TX*   **Aug 2020 – Present**
Systems Administrator

- Expertise on SharePoint, Power BI and managing Office365.
- Increased team productivity by automating tasks using PowerShell.
- Provides advanced technical leadership on integrating complex existing or new information system technologies.
- Management of Cisco network devices focusing on standardization to Cisco Meraki.
- Provides Tier 3 user level technical support by troubleshooting technical issues with networking and systems and carrying issues through to resolution.
- Administer Windows user's accounts in Active Directory using PowerShell scripting and Office365 Admin portal.
- Management of Azure AD, Azure virtualization, and Office 365 using PowerShell and Web GUI.
- Architect and rebuild network and virtualization infrastructure at remote offices across the country. Standardizing on Meraki network devices and Hyper-V virtualization.
- Management of Dell, Cisco, HP physical hosts, focusing on standardization to Dell hardware.

Community Brands, *Austin*, *TX*   **April 2016 – Aug 2020**
 Users Services Administrator

- Troubleshooting and supporting DNS, DHCP, IP addressing, VPN and other networking technologies.
- Administer Windows user's accounts in Active Directory using PowerShell scripting and Office365 Admin portal.
- ITIL solution - Merging from multiple service desks (JIRA, Freshdesk, and Salesforce) and continued administration after expansion.
- Expertise on SharePoint, Power BI and managing Office365.
- Increased team productivity by automating tasks using PowerShell.
- Deploy patch configurations, updates, and system configurations through Desktop Central and SCCM
- Build maintain and service VMWare and Hyper V Servers.
- Support and Installation for local and network printer over TCP/IP.
- Continued consolidation projects for over 300 newly acquired business Productivity Suite (google, on-prem, and 365 to 365) - PowerShell scripting and use of multiple migration products for 1200 users.

Apple.inc (Mindlance), *Austin*, *TX*   **October 2014 – October 2015**
Sr. Maps POI Analyst - Latin America

- Edited point of interests (POIs) in Apple Maps according to Latin American customers' reported problems as a Spanish Specialist.

- Ran evaluation tools, ensured data integrity, participated in multiple project teams to help validate data information.
- Focused on business listings, data integrity and vendor validation mainly in Latin American countries.
- Reported bugs in the system and conveyed important information to the maps team and management.
- Mentored and trained new hires.

Taylor University, *Upland, IN*   **August 2010 – May 2014**
IT Desktop Analyst – Tier I
- Identified, diagnosed and resolved problems related to end user software
  And network problems in a one-on-one as well as call center environment.
- Performed preventive maintenance and troubleshoot copiers, printers and fax equipment.
- Assisted end-users with setting up and configuring PC desktop hardware, software,
- Set up networks and computer to campus domain.
- Troubleshot, and managed Office 365.

EDUCATION
Taylor University, *Upland, IN*   **January 2015**
Bachelor of Arts in Computer Science - New Media
Senior Project: Developed a game contest sever for the computer science department. As part of a team of 7 my Contribution consisted in developing the website's search functionality for the website using Ruby on Rails.

VOLUNTEER WORK,   **Summer 2010**
Food Pantry, *West Chicago, IL*
- Translated documents and conversations from Spanish to English and vice versa.
- Organized papers, re-stocked inventory, and distributed food to people.

HONORS & AWARDS   **May 2010**
- Presidential Award for academic achievement and Improvement.

LANGUAGES
- English (Bilingual Proficiency)
- Spanish (Native)