

Felipe Comboni

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Referred as a highly motivated, enthusiastic, and self-starter bilingual computer science professional with extensive knowledge of various programming languages and computer applications. Offering strong analytical skills as well as professional experience with proven problem-solving skills through concrete hands-on troubleshooting customer-based inquiries and post processing data to achieve a specified objective.

Authorized to work in the US for any employer

Work Experience

System Administrator

PrimeFlight Aviation - Houston, TX
August 2020 to 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.

User Systems Administrator

Community Brands - Austin, TX
April 2017 to August 2020

- Provide end-user communication for service outages, system upgrades, service improvements, service implementation, and service retirements.
- Provides advanced technical leadership on integrating complex existing or new information system technologies
- Provides Tier 3 user level technical support by troubleshooting technical issues with networking and systems and carrying issues through to resolution.
- Train new technicians and provide ongoing training for experienced technicians to ensure business success and efficiency.
- Guide, mentor and oversee Tier I and Tier II technicians for best practice of resolving open tickets and improve the team's communication and productivity.
- Was relied on as the only Spanish-bilingual systems administrator for all

Spanish speaking clients

- Outsourcing initiatives with external vendors, with focus on cost and value add to the organization
- Developing and deploying Single sign on solutions for channel partners and internal customers, leading to secured access and cost savings.
- Administer Windows user's accounts in Active Directory using PowerShell scripting and Office365 Admin portal.
- Build maintain and service VMware and Hyper V Servers.
- Support and Installation for local and network printer over TCP/IP.

Freelance Web Developer

Freelancer - Austin, TX

June 2014 to May 2018

- Configured custom WordPress
- Delivered Web development and logo expertise
- Have worked with web debugging tools (Firebug or Chrome Developer Console)
- Develop front-end web Website using HTML/CSS and JavaScript
- Planned, developed, tested, deployed, and maintained web applications.
- Delivered Web development and logo expertise
- Developed back-end website Handled end-user requests for service
- Created dynamic pages using JavaScript, SQL, JSON and PHP
- Excellent Javascript development skills Strong mark-up and CSS skills - HTML5/CSS3 Knowledge of cross-browser compatibility issues

IT Specialist

Community Brands - Austin, TX

April 2016 to April 2017

- Deployed patch configurations, updates, and system configurations through Desktop Central and SCCM
- 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.
- Expertise on SharePoint, Power BI and managing Office365.
- Increased team productivity by automating tasks using PowerShell.
- 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.

Sr. Maps POI Analyst - Latin America

Apple - Austin, TX

October 2014 to April 2016

- 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.

Technical Site Representative

Novitex Enterprise Solutions - Austin, TX

June 2014 to October 2014

- Performed preventive maintenance and troubleshoot copiers, printers and fax equipment.
- Handled end-user requests for service.
- Documented customer concerns and provided reports to senior management and inventory management.

IT Desktop Analyst - Tier I

Taylor University - Upland, IN

May 2010 to May 2014

- Identified, diagnosed and resolved problems related to end user software And network problems in a one-on-one as well as call center environment.
- Assisted end-users with setting up and configuring PC desktop hardware, software, and peripheral.
- Set up networks and computer to campus domain.
- Provided excellent customer service.
- Troubleshoot, and managed Office 365.
- Performed preventive maintenance and troubleshoot copiers, printers and fax equipment.

Web Developer Intern

Taylor University - Madrid, ES

May 2013 to September 2013

- Developed back-end website
- Delivered Web development and logo expertise
- Worked with web debugging tools (Firebug or Chrome Developer Console)
- Develop front-end web Website using HTML/CSS and JavaScript
- Working on front-end widgets
- Ran SQL queries on databases
- Configured custom Wordpress theme for company's site
- Redesign and develop existing web sites
- Development with cross-browser/cross-device compatibility in a graded browser support environment

Education

Bachelor's Degree in Computer Science New Media

Taylor University

2010 to 2014

High School Diploma

Wheaton Academy

2008 to 2010

Skills

- Active Directory
- Azure

- DNS
- VMWare
- LAN
- DHCP
- TCP/IP
- SQL
- PowerShell
- creative suite
- office 365
- Web Development
- Scripting
- HTML5
- System Administration
- Network Support
- Microsoft Windows Server
- Operating Systems
- APIs
- Microsoft SQL Server
- Java
- VoIP
- Virtualization
- User Interface (UI)
- ServiceNow
- Adobe InDesign
- Adobe Creative Suite
- Adobe Photoshop
- Adobe Illustrator
- Graphic design
- MySQL

Links

<https://www.linkedin.com/in/felipe-comboni-2b988a3b>

Awards

Presidential Award

June 2010

Academic Achievement

Assessments

Technical support — Highly Proficient

February 2020

Performing software, hardware, and network operations.

Full results: [Highly Proficient](#)

Work style: Conscientiousness — Proficient

May 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Customer focus & orientation — Proficient

July 2020

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Proficient](#)

Management & leadership skills: Planning & execution — Highly Proficient

February 2020

Measures a candidate's ability to effectively plan and manage resources to accomplish organizational goals.

Full results: [Highly Proficient](#)

Technical support: Customer situations — Highly Proficient

April 2020

Responding to technical support situations with sensitivity.

Full results: [Highly Proficient](#)

Basic computer skills: PC — Highly Proficient

June 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](#)

Proficiency with Microsoft Office: Mail & calendar (PC) — Expert

January 2020

Using Microsoft Office Mail and Calendar tools to manage workload.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.