

Kayla Valenzuela

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Overview

- Experience** 5+ Years *nix, Windows and macOS Systems; everyday use of industry-standard cryptography; experience with Cisco hardware and software; deep experience with *nix system hardening; comprehensive understanding of shell scripting, and secure shells (ssh); reverse tunneling; netcat.
- Tools** Perl, REST, systemd service management, various virtualization software, Jira, Zendesk, Active directory, Office 365, hypervisors, git, Ansible, docker, PHP, LaTeX, Python, JavaScript/node, standard and extended *nix toolbelt, PowerShell, Wire-shark, PGP/GPG .

Work Experience

- Feb '24-Present **IT Administrator**, *Living Process, LLC*, PASADENA, CA.
- Providing administration for company VPN, VNC, SSH, and other services
 - Assisted in maintaining computer systems and troubleshooting IT-related problems
 - Gaining hands-on experience with macOS and iOS development systems
- Aug '21-Feb '24 **IT Help Desk**, *Basix Software Solutions*, ANAHEIM, CA.
- Provided technical support for end-users, addressing software and hardware issues
 - Prioritize and escalate IT support tickets in Zendesk to ensure timely resolution of technical issues.
 - Gained hands-on experience in IT support and problem resolution
- Jan '21-Aug '21 **Junior IT Technician**, *EJM Digital LLC*, FULLERTON, CA.
- Supported senior technicians in resolving IT issues and maintaining systems
 - Assisted in software installations and updates for clients
 - Participated in team meetings and training sessions to enhance skills
- June '20-Dec '20 **IT Intern**, *Blue Cross Blue Shield*, LOS ANGELES, CA.
- Acquired practical skills in IT project management and execution
 - Contributed to software testing, documentation, and user training processes
 - Engaged in brainstorming sessions for innovative technology solutions
- Nov '17-May '20 **Technical Support**, *Fullerton College*, FULLERTON, CA.
- Gained hands-on experience in providing technical support to end-users
 - Supported software testing, documentation, and user training initiatives
 - Track and document all IT support activities and solutions within ServiceNow and JIRA ticketing systems.

Technical Skills

- OS Knowledge Unix (macOS, Debian, Arch, Gentoo), Windows
- Scripting & Auto. Bash, Shell scripting, Ansible (Config. Mgmt.)
- Cloud Platforms AWS (EC2, S3), GCP, Azure AD
- Performance Mon. Nagios, Prometheus, ELK Stack (Elasticsearch, Logstash, Kibana)
- Networking Firewalls, IDS, Security Best Practices, TCP/IP, DNS, DHCP

Education

- 2022 **CSU Long Beach**, Computer Science, BS.