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SUMMARY

Motivated IT professional with a strong foundation in cloud computing, web development, and network security. Dedicated to optimizing system performance, deploying innovate solutions, and staying current with industry trends. Seeking opportunties as an IT professional to leverage expertise and drive success.

EDUCATION

Certifications:
- Microsoft:
    Azure Fundamentals **(**No expiration date) • Azure Administrator Associate (in progress)
- Amazon Web Services (AWS):
    AWS Cloud Practitioner • AWS Solutions Architect (in progress)
- Xerox Training Center
- Skillsoft:
    Python • MySQL • DB Development • MongoDB • SQL • GitHub Extension for VS • Web Application Development
- FreeCodeCamp:
    Web Development

Online Training Courses:
- Amazon AWS • CareerFoundry • CBT Nuggets • CodeAcademy • FreeCodeCamp • Microsoft Virtual Training and Webinars • Skillsoft

Degrees:
- Jefferson State Community College**,** Birmingham, Alabama
    Associate of Science Degree in Information Systems and Software Development
    Certificate in Programming

PROFESSIONAL EXPERIENCE

IT Support Technician/Systems Administrator, JEFFERSON COUNTY COMMISSION, Birmingham, AL, August 2018-August 2023
- Orchestrated the analysis, maintenance, and monitoring of the on-premises datacenter, including the Unisys mainframe, throughout the transition to Azure Infrastructure as a Service (IaaS) cloud model.
- Executed effective backup strategies and facilitated system modifications through precise command execution.
- Strategically scheduled and oversaw jobs to ensure seamless operations, optimizing performance for enhanced efficiency.
- Provided technical support to the Help Desk by proficiently installing and troubleshooting Microsoft Office 365 on 3000+ countywide systems and devices.
- Collaborated in the day-to-day responsibility of deploying security patches to countywide systems using Microsoft Endpoint Configuration Manager (MECM/SCCM/ConfigMgr).
- Spearheaded the development and testing of scripts, packages, and applications, ensuring rigorous evaluation before deploying them to thousands of countywide systems. Monitored progress and promptly addressed issues through troubleshooting and relocation of problematic systems to a separate collection.
- Managed updates and upgrades of Windows, O365, and MECM/SCCM to the latest build versions, ensuring they remained up-to-date with the latest features and enhancements.
- Utilized MECM/SCCM to deploy Microsoft Dynamics RDP to multiple systems and workstations.
- Administered permissions and roles for clients using Active Directory (AD) and ConfigMgr, encompassing tasks such as adding, denying, and granting access.
- Assisted in monitoring virtual machines hosted on the Azure platform.

Digital Print Operator 2, RR DONNELLEY, Lewisville, TX, June 2015- February 2017
• Employed advanced Raster Image Processing (RIP) techniques to meticulously prepare files for print.
• Monitored print output from files, proactively adjusting settings to maintain optimal print quality.
• Conducted routine maintenance on Xerox Docuprint 155MX and 180MX printers, including tasks such as clearing paper jams, replacing toner cartridges, restarting systems, and troubleshooting issues.
• Maintained daily print production logs, documenting and tracking print jobs, quantities, and any relevant details for accurate record-keeping.
• Managed inventory and supplies, ensuring regular restocking for seamless print production operations.
• Provided assistance with bindery machines, contributing to the efficient operation and completion of post-printing processes.

Preflight Technician, MSPARK, Helena, AL, February 2012- June 2014
• Conducted thorough checks on digital files received from consumers via email, cloud services, or FTP to ensure completeness and addressed any potential issues related to fonts, images, and formatting. Utilized Adobe Creative Suite and Enfocus Pitstop to rectify and correct any identified problems before forwarding the files for processing.
• Developed applications using AppleScript and JavaScript to optimize and streamline departmental tasks, resulting in improved efficiency and performance.
• Designed and developed advertisements and websites, combining creativity with technical expertise to deliver visually appealing and functional digital solutions.
• Conducted in-depth analysis of networking issues in the workplace, diagnosing and resolving connectivity and performance issues to ensure a reliable and efficient network infrastructure.
• Proficiently converted images to vector format, utilizing specialized tools and techniques to achieve scalable and high-quality graphics.
• Published web content with Joomla.

SKILLS AND TRAINING
• Cloud Computing (Azure, AWS)
• Web Development: HTML/CSS/SASS, JavaScript, jQuery, Angular, React, React Native
• Design and Creativity: Adobe Creative Cloud/Suite, Blender
• Programming Languages: Python, SQL, Java
• Database Management: MySQL, MongoDB, NoSQL,SQL, MariaDB
• Frameworks: Express, Django
• Development Tools: Visual Studio IDE and Code, IntelliJ, Postman for API development, PyCharm
• Microsoft Technologies: Microsoft Endpoint Configuration Manager (MECM/SCCM), MS O365, MS Active Directory
• Software Development Life Cycle (SDLC)
• Cyber, Internet and Network Security
• Productivity Software: LibreOffice
• Server environment: Node.js, Python, PHP, Java, Perl, ASP, C#
• Analyzing and Troubleshooting: Postman to analyze API responses
• Artificial Intelligence: Machine Learning
• Content Management System: WordPress, Joomla

PLATFORMS
• Android
• iOS
• Windows
• macOS

• Linux (Kali, Mint, Parrot OS, Ubuntu)
• Unix
• Chrome OS