

# CARLOS JORGE MIRANDA

587 Dolores Street Apt B  
San Francisco, CA 94110. P:650-228-3613  
E: [mirandatechnical@gmail.com](mailto:mirandatechnical@gmail.com)

<https://www.linkedin.com/in/carlos-miranda-tech>

## Education

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| <b>University of San Francisco</b>  | 2016—2017 |
| <ul style="list-style-type: none"><li>○ Bachelor of Arts in Latino/a Studies Major, Minor in History.</li><li>○ Graduated Cum Laude</li></ul>   |           |
| <b>City College of San Francisco</b>  | 2011—2016 |
| <ul style="list-style-type: none"><li>○ Associate in Sciences in Computer Network Information Technology with a Concentration in Network Security.</li><li>○ Associate in Sciences in Computer Network Information Technology with a Concentration in Web Development Techniques.</li></ul> |           |

## Technical Skills

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| <ul style="list-style-type: none"><li>• Office 365 Suite (Admin)</li><li>• MS Office Suite (Outlook, Word, PowerPoint etc.)</li><li>• Gsuite (Admin &amp; Developer)</li><li>• Active Directory</li><li>• KACE 1000 &amp; 2000</li><li>• MDM (IBM MaaS360 &amp; Cisco Meraki)</li><li>• SLACK (Admin)</li></ul> | <ul style="list-style-type: none"><li>• Atlassian JIRA &amp; Confluence</li><li>• Project Management</li><li>• Network Implementation &amp; Security</li><li>• Disaster Recovery Doc.</li><li>• SetPoint &amp; MS Team integration</li><li>• Hardware skills to diagnose and repair</li><li>• SaaS Application Security</li></ul> |
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## Experience:

### **Miranda Technical - San Francisco, CA** 2016—Present

IT & A/V Engineer-Founder

- Computer and Network infrastructure examinations for clients based on their needs.
- Operation and configuration of Windows, Linux and macOS systems as well as mobile IOS and Android devices with custom builds.
- Reverse engineering of Website functions and use of HTML5 & CSS3 with WC3 Standards.
- Hardware configurations ranging from home office up to medium sized retail or commercial spaces with LAN, WAN, and VPN configurations with firewalls installed.
- Remote monitoring of workstations, networks and custom website builds.
- Audio/ Video installer, designer and integration support.
- Crestron integration for home or business automation.
- Design and configuration of VoIP and Video Conferencing units and full-scale builds.

### **MessageMedia Group - San Francisco** 2019

Global IT Support Specialist

- Manage US internal support for employees and onboarding offboarding of employees and contractors.
- Support specialist for client facing needs, handling enterprise level white glove executive support.
- Documenting procedures, updates, and articles via Confluence Articles.
- Manage tickets and customer accounts within Salesforce CRM, JIRA and internal CRM tools.
- Provision new numbers and dedicated numbers, backend configuration and routing of numbers for SMS, MMS, TTS.
- VPN configuration and management of Active Directory, Office 365 and Slack.
- Work with collaboratively with UK, Australia and New Zealand teams to work proactively on current and upcoming projects.
- Keep compliance for US guidelines and maintain FCC logs.

## **Latino Outdoors - San Francisco, CA**

2015—2019

National Website/ Technical Coordinator

- Configuration of new users in Active Directory, Google g-suite and WordPress.
- Update and configure website based on needs of the volunteers and staff that consist of 50+ and reaching over 2,000 participants.
- Documenting procedure and creating ticket system for IT, Social Media and UX design request.
- Verify that custom created plug-ins and Add-ons are working on the website, g-suite and mobile devices.
- Creation of offline tools for user to utilize while in the field without network capabilities.
- Oversee the organization's website and make sure we are up to current standards, check for syntactical errors.
- Web, Active Directory, g-suite audits for security stability internally

## **Jewish Senior Living Group - San Francisco**

2018—2019

IT Business Analyst – Project Manager

- Analyzing EMR (Electronic Medical Records), ensuring that the interface, databases and servers communicate and are stable for Doctors, Nurses and Administrators
- Configuration and updates to Office 365 as a System Administrator, enable and disable users.
- Configure, add, delete and modify end users in Active Directory linked up to MS Azure.
- Advise and develop new tools in Salesforce CRM for a local non-profit work.
- Tier 3 IT Support for end users, administrators and residents.
- Work with Vendors on projects, draft proposals and create internal organization for ongoing projects.

## **Greenpeace - San Francisco**

2018

IT Support Engineer (West Coast)

- Remote Support for users 300+ nationally, install and inspect software remotely, using Zendesk and Request Tracker.
- Remote access laptops, desktops and tablets for diagnosis, updates, installs and to validate that user is using organizations protocol and best practices.
- Image machines with KACE 2000 and use Virtual machine management software KACE 1000  
Network Administrator for 3 on-site locations and 12 offsite remote locations, monitored through Cisco MERAKI.
- G-suite admin and VPN configuration for users.
- Grant and revoke Personal certificates for VPN and encrypted emails and internal intranet servers.
- Work with Office 365, OneDrive, Set Point and other applications that users use to collaborate and make sure integration is stable.

## **City College of San Francisco – San Francisco**

2016—2018

Student Aide III

Office manager to the Disabled Students Programs and Services offering support at the Mission Center Campus.

- Management of office and applications from Banner, ARGOS, SARS Grid and Office 2016.
- Administered proctoring of exams for students and utilizing the latest technology like JAWS, Dragon, Kurzweil and adaptive technical programs.
- Implementing Alternative media specialist techniques to provide alternative text, audio and braille for disabled students.
- Use of bilingual skills (Spanish) to work with English as a second language students.
- Use of Set-Point, Office 365, MS Teams and other Microsoft applications for production, collaboration and implementations for users.

## **IT Consultant— City College of San Francisco**

2011—2016

Technical Advisor/Student

- Provided support for teachers and CNIT students, physical support as well as remote for online learning
- Configure servers and networks for computer labs and dedicated "Hacking" labs.
- Configuration of Windows Vista, 7, 8, 8.1 and 10 also Mac OS X, resolving issues that may arise in an active

environment.

- Microsoft Office, 2011 for Mac and all versions for P C including Office 365.
- Utilizing HTML, CSS3, JavaScript and Visual Studio for Web setup and creation of e-learning tools for users.

2005—2009

## **Geek Squad/Magnolia Home Theater—San Francisco**

Lead Installer and Technical Advisor

- Survey and create audio video and home automation solutions for residential and commercial spaces.
- Install low voltage wiring throughout homes and in commercial spaces, exterior installations ensuring environmental conditions were adequate.
- ISF Certified for monitor display calibration and configuration.
- Manage a team of field technicians and work with sales professionals to keep a transparent solution for the customer.
- Follow up with customers to make sure installation and sales staff were up to par.

