

## **EXPERIENCE**

**Engineer, Federation and PKI Engineering** **Aetna, Inc. Hartford, Connecticut (10/18 – Present)**

- Expert knowledge of SAML, RADIUS, OAuth, OpenID, and Azure SSO.
- Assist with installation, integration and deployment of CA SiteMinder, CA Secure Proxy Server, CA Administrative UI.
- Participate in projects and initiatives working with architectural, development and engineering teams, service owners, and business stakeholders to provide enterprise SSO solutions that are scalable and adaptable with the ever-changing business needs and industry demands.
- Provision, modify, and deprovision user and administrator accounts in CA Administrative UI upon receipt of approved access or deprovisioning request.
- Oversee monthly Windows server security patch ensuring high system integrity and availability.
- Oversee and provide analysis of performance trends and actions being taken for preventing potential impact.
- Take end-to-end ownership of customer issues, including initial troubleshooting, identification of root cause and issue resolution.
- Configure and develop system metrics utilizing Splunk.
- In-depth knowledge of Servicenow and Microsoft Office.
- Advance knowledge of PKI.

**Senior Computer Service Technician** **Aetna, Inc. Middletown, Connecticut (9/14 – 10/18)**

- Served as NOC technician monitoring critical network elements and engaging in proactive network systems monitoring. Conducted level 1 and 2 network investigation and troubleshoot.
- Created, updated and escalated tickets with telecom and network equipment vendors in a timely manner ensuring business continuity across all Aetna offices.
- Coordinated, scheduled and provided access requests for vendor dispatches. Monitor server-based infrastructure across multiple IT areas such as virtual engineering, voice engineering, transmission engineering and etc.
- Adjusted call routing through AT&T business direct per requests of local call analysts in support daily call center operations.
- Served as mission control technician monitoring and conducting automated application checkouts on in house and external applications in achieving high application availability. Organized and assisted incident managers with IRT calls. Investigated end user incident and outage reports in a timely manner. Documented key findings and solutions in support of post problem analysis.
- Served as service center technician (SCT) monitoring Aetna mainframe and storage infrastructure. Conducted IPLs on mainframe per requests of system engineers. Created and configured IPL profiles on HMC per direction of system engineers.
- Served as tape technician conducting tape tasks such as tape scan, vault, restore, and etc. Also serve as one of the contacts for Iron Mountain tape activity.
- Provided training to data center staff in support of ongoing One Mission initiative between Connecticut, Phoenix and Cranberry data centers.

**Network Intern** **Coach, Inc. Carlstadt, New Jersey (6/14-8/14)**

- Updated and maintained access control list on Cisco firewall in compliance with Payment Card Industry Security Council standards.
- Assisted network engineers to configured and deployed Cisco 3850 switches, Checkpoint Firewalls as well as IBM IPS/IDS. Gained exposure to large-scale corporate network diagrams.

**Information Technology Intern** **NYC Public School 129, Queens, New York (09/12-05/14)**

- Installed, troubleshoot, and upgraded software and instructional equipment: projectors, smart boards, wireless devices and tablets.
- Performed system imaging, data recovery and workstation life cycle maintenance.
- Updated and maintained technology equipment inventory.
- Instructed users in use of equipment, software and manuals.

**Technology Operations Intern** **New York City Transit, New York, New York (01/14 – 05/14)**

- Assisted with conducting physical inventory of assets, server installation and decommission process.

- Maintained and updated records of network drives for various departments.
- Assisted with field service on physical servers and storage devices.
- Supported with project manager to consolidate data centers with the other MTA Agencies.

**Marine – Corporal**

**United States Marine Corps (07/06 – 07/10)**

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### **EDUCATION**

#### **University of Massachusetts, Lowell, MA**

Master of Science Degree in Information Technology, August 2019. G.P.A. 3.43/4.0

#### **New York City College of Technology, City University of New York, Brooklyn, NY**

Bachelor of Technology Degree in Computer Systems, G.P.A. 3.65/4.0 Honor: magna cum laude

#### **Queensborough Community College, City University of New York, Bayside, NY**

Associate in Applied Science Degree in Computer Information System, G.P.A. 3.8/4.0

#### **Syracuse University, Syracuse, NY**

Finance for Non-Financial Managers Online Short Course, 2019

#### **University of Connecticut, Hartford, CT**

Online Coding Boot Camp, 2021

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### **CERTIFICATION**

CCENT, CompTIA A+, CompTIA Network+

### **FOREIGN LANGUAGE**

Fluent in Mandarin Chinese (Written and Oral)