

ROBERT PAUL ENRIQUEZ

San Jose, CA • robert.p.enriquez@gmail.com

PROFESSIONAL SUMMARY

Results-driven IT Support Specialist with 3.5+ years managing enterprise infrastructure, supporting 500+ users, and implementing security solutions. Expertise in systems administration across macOS, Windows, and Linux environments with strong foundation in networking (CCNA studies), security (Security+ principles), and automation (PowerShell, Bash). Proven track record optimizing help desk operations, deploying MDM solutions, and building security monitoring labs. Passionate about cybersecurity, infrastructure automation, and continuous technical growth.

TECHNICAL SKILLS

Operating Systems: macOS • Windows 10/11 • Linux (Ubuntu, Kali) • ChromeOS • iPadOS • tvOS

Tools & Platforms: Jamf MDM • Google Workspace Admin • Microsoft Admin Center • Cisco Meraki •

Freshdesk • Zoho Desk • Wazuh SIEM • Active Directory • VirtualBox

Scripting & Automation: PowerShell • Bash • Python (basic)

Networking & Security: TCP/IP • DNS/DHCP • VLANs • VoIP Systems • Penetration Testing • Log Analysis • System Hardening

Hardware: Apple Hardware Repair • PC Building/Troubleshooting • Network Infrastructure • Label Printers • AV Systems

PROFESSIONAL EXPERIENCE

IT Support Specialist

Alpha Public Schools • San Jose, CA • May 2023 – Present

- Support 500+ staff and students daily across multi-platform environment (ChromeOS, macOS, iPadOS, tvOS, Windows), maintaining 95%+ first-call resolution rate through Freshdesk ticketing system
- Manage complete device lifecycle using Jamf MDM and Google Admin Console, including provisioning, configuration, deployment, and deprovisioning of Chromebooks, iPads, MacBooks, and Apple TVs
- Perform complex hardware repairs including screen, trackpad, NIC, and motherboard replacements, reducing device downtime and saving \$15K+ annually in external repair costs
- Administer VoIP phone systems and AV equipment across campus, ensuring 99.9% uptime for critical communication and instructional technology
- Troubleshoot network issues via Cisco Meraki Dashboard, resolving connectivity problems and optimizing wireless network performance
- Implement and maintain content filtering policies, balancing security requirements with educational access needs

Lead IT Support Technician

Golden State Assembly (GSA) • Morgan Hill, CA • June 2022 – May 2023

- Managed technical infrastructure for 100+ employees in high-availability manufacturing environment requiring zero downtime
- Deployed and configured workstations, software (AnyDesk, TeamViewer, TightVNC, Adobe, SolidWorks), and industrial equipment including label printers and network patch panels
- Administered Microsoft 365 accounts, Verizon mobile devices, and IT asset inventory using Zoho Desk ticketing system
- Provided remote and on-site support, developed user training materials, and coordinated vendor relationships for equipment maintenance
- Configured Raspberry Pi devices for specialized applications and managed network infrastructure

Field Service Engineer / Closeout Package Compiler

MasTec Network Solutions • San Jose, CA / Remote • May 2021 – June 2022

- Verified construction documentation accuracy against client databases (3GIS, CoFEE, Oracle) and created technical redlines using Adobe Acrobat
- Compiled closeout packages with supporting documents and managed data entry via Microsoft Excel and Smartsheets

TECHNICAL PROJECTS

Security Operations Lab: SIEM Integration & Threat Detection

- Built virtualized security operations lab featuring Wazuh SIEM monitoring Metasploitable 2 and 3 VMs as agent nodes
- Conducted penetration testing from Kali Linux VM while analyzing real-time intrusion detection alerts and security event correlation
- Developed proficiency in security log analysis, threat identification, and implemented server hardening techniques based on detected vulnerabilities

CERTIFICATIONS & EDUCATION

CompTIA IT Fundamentals+ (ITF+) • Currently pursuing: CCNA, CompTIA Security+

NPower IT Career Training Program • IT fundamentals, hardware, networking, and infrastructure (Jan 2020 – May 2020)

Evergreen Valley College • San Jose, CA

LANGUAGES

English (Native) • Spanish (Fluent)