

# ROBERT PAUL ENRIQUEZ

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## PROFESSIONAL SUMMARY

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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

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**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

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### 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

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### **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

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**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

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English (Native) • Spanish (Fluent)