




Robert Carpenter

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 [robert-m-carpenter](#)  English, Spanish, Japanese

OBJECTIVE

Motivated IT professional with strong experience in hardware and software troubleshooting, network security, and full-stack development. Currently pursuing CompTIA Security+ certification and seeking to apply my skills in cybersecurity and IT infrastructure management.

HIGHEST COMPLETED EDUCATION

SAN DIEGO STATE UNIVERSITY

B.S. Computer Science Aug 2020

CERTIFICATIONS

COMPTIA A+ CERTIFIED | Jun-Sep 2024

[Verify Code: R5GZ11ZZHBVEQ6GS](#) (<- click)

COMPTIA SECURITY+ | Sep 2024 - now

(Currently in Progress)

TECH SKILL FUNDAMENTALS

CODING LANGUAGES: C++ / C, Java, Python, BASH Scripting, JavaScript

OPERATING SYSTEMS: Windows, Debian/Arch Linux, macOS, Hyper-V

NETWORKING: TCP/IP, DNS, DHCP, PoE, HTTP, FTP, SNMP, IPv4 /IPv6, SMTP, SSL, Cisco, LAN/WAN, Routers, Switches, Firewalls, WAPs, Subnet Masks, Ethernet (RJ45), Fiber Optics, Network Segmentation w/vLAN, SD-WAN, IoT (Internet of Things), Mesh Networking, 802.11 Standards, WPA 2 & 3, VPNs (PPTP, L2TP, IPsec, SSL, GRE),

CYBERSECURITY TOOLS AND CONCEPTS: Hydra, Responder, Red and Blue Teaming, Port scanning (Nmap), Traffic Monitoring, Penetration Testing, Network Config., Physical Security, AES/RSA Encryption, Phishing, Social Engineering, Managing Certificates on a CA Server, File Encryption w/ GPG, Hashing Verification, Implementing Malware Protections (Antivirus), Cryptography Algorithms, Steganography,

WINDOWS MANAGEMENT: Active Directory, AD Domain Controllers, Access Control Lists, MS Office 365, System Image Restore, DISM, SMB:445, RDP, Group Policy Editor (gpupdate), Fixing Boot Errors (bootrec), File History

CLOUD AND VIRTUALIZATION: VMWare/VirtualBox, Hyper-V, ProxMox, VMWare ESXi, Cloud Models, IaaS/SaaS/PaaS, Microsoft Azure, Microsoft Azure Entra

GENERAL IT FUNDAMENTALS AND SOPs: OSI model, Ticketing Systems, Network Troubleshooting, Formatting NTFS/ext4/exFAT/APFS Filesystems, Best Practices, OS installation, On-Prem Security Management, Asset Tracking & Management, Database Management, MS Office 365 & G Suite management, PXE Boot, Print Servers, Cloud Models, RAID Arrays, SCADA, Network Troubleshooting

RELEVANT EXPERIENCE

SAN DIEGO FUTURES FOUNDATION

PC Hardware Technician (10 Week Contract) | June 2024 - Oct 2024

- Processed 1,000's of donated computers and various electronics
- Conducted hardware Refurbishments on desktops, laptops, and workstations
- Tested functionality of both software and hardware of refurbished computers
- Imaged computers with Windows by utilizing/configuring a Linux PXE Boot server, DRBL
- Tested RAM, Hard Drives, Power supplies, CPUs, GPUs.
- Securely Erased Hard drives with sensitive information using a DoD Standard practice and provided client with Certification of Destruction
- Provided Level 1 through 3 Technical Support.

PROFESSIONAL IT CONSULTING

Freelancer | Feb 2023 - June 2024

- Conducted Repairs on Gaming Desktop computers and laptops
- Troubleshooting Windows, macOS, and Linux Desktop and Laptop personal systems.
- Provided IT consultations and troubleshooting to clients.
- Accepted on-call work for IT assistance posted on local classifieds for small businesses in San Diego, CA
- Conducted evaluations on business systems for potential vulnerabilities
- Wrote various Cron Job scripts for Linux systems to achieve user-desired goal (refresh server, update packages, TRIM)

QUALITEST GROUP (International Enterprise)

IT Administrator / Technical Support | Feb 2022 - Feb 2023

- Managed server operations and maintenance for local and remote data centers, ensuring 99% uptime and optimal performance.
- Assisted Level 3 Support Engineers in configuring Managed Cisco switches, configuring VLANs, routing, and access control lists to enhance network segmentation and security.
- Conducted on-site installations of new client equipment hosted at the laboratory.
- Troubleshooted and provided Level 1 through 2 Support to Quality Assurance Engineers.
- Supported video conferencing systems, including Zoom and Microsoft Teams hardware, providing technical support to employees and clients.
- Deployed Company-designed custom Windows 10 Images onto Desktop and Laptop Systems.
- Managed all IT Assets: Mobile Devices (iOS & Android), Windows
- Conducted procurement of IT assets (laptops, desktops, mobile devices) Laptops, Macbooks, and Tablets utilizing Microsoft Sharepoint.
- Responded to all inquiries via email in conjunction with the Level 3 Team
- Kept day-to-day operations of the office running.
- Organized meetings and built timelines for IT improvement projects utilizing Sharepoint

AGENT ZIP REAL ESTATE LEADS

Full Stack Development Intern | May 2018 - Jul 2019

- Shadowed the on site developer to assist with varying software tasks.
- Learned the MERN and MEAN Stack to develop a MVC for the company.
- Developed MVC for real estate agents to receive automated text "blasts" using

MISCELLANEOUS: Machine Learning Models, LLMs,

SUPPLEMENTARY EDUCATION

CAREERWORKS CompTia A+ & Sec+ Program

CAREERWORKS | 2024 - Now

- Participate in weekly classes to cover material and concepts on the CompTia exams.
- Utilized TestOut Courseware to complete assignments and learn material.

HACKTHEBOX.COM

Hacking Labs | 2022 - Now

- Conducted Hacking Labs which cover different exploits on Linux remote systems
- Connected via OpenVPN to the lab network to experiment with new hacking tools in isolated environment
- Worked through each lab by "Capturing the Flag" on each system
- Learned how to defend against new Zero Day exploits

SAN DIEGO STATE UNIVERSITY

CyberSecurity Club | 2018 - 2022

- Met Weekly with peers to discuss new vulnerabilities in the world of cybersecurity.
- Conducted on premise self-contained ethical hacking labs
- Learned how to effectively conduct offensive and defensive attacks

PROJECTS

Mathly @ SDSU Zip Launchpad

Start up Project | Aug 2019

Acted as a co-founder of a team of 4, working on a e-learning platform startup.

Articles regarding project:

1. [Achieving Success As a Student Entrepreneur, The Robert Carpenter Way.](#)
2. [An Interview With The Co-Founder Of Mathly, Robert Carpenter](#)
3. [College Student, Robert Carpenter Is Set To Change The Online Education System.](#)

Twilio's API and optimized for mobile using Bootstrap

-Helped to develop a text - blasting application in Node.js to send out auto texts to our realtors.

-Met with Leads Team to devise better strategies of intel collection regarding San Diego, CA housing market.

-Learned the basics of corporate security and keeping client data safe.

SOUTH BAY MOBILE HOME SALES

IT Consultant and Administrator | Aug 2017 - Aug 2018

-Assisted small business owner with any and all technical leads.

-Set up an internal static network within home base office to better manage devices that were loaned out to real estate agents.

-Set up new desktop for owner and installed printers and many other peripherals.

-Utilized my Customer Service skills to help & coach guide business owner on how to use equipment and solve common problems which may arise.

-Troubleshooted any LAN issues and worked with our ISP to ensure we could have the ability to port forward.

-Assisted with the purchase of new IT tech by giving analysis of what pros and cons would be for the item in question.