

Christopher Sanchez

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Summary

Computer Engineer with over 5 years of experience in IT support and infrastructure. Adept at resolving escalated technical issues, mentoring junior staff, and supporting cloud-based and on-prem environments. Holds CISSP, AWS Solutions Architect, and Azure certifications. Proven ability to manage Microsoft 365 environments, Azure AD, Intune, and a range of enterprise technologies with a focus on uptime, security, and performance.

Skills

- CISSP
- AWS Solutions Architect
- AZ-104
- VoIP
- Microsoft 365 (Admin, Exchange, etc)
- Azure & Active Directory
- Ubiquiti
- SIEM
- FortiGate
- Cisco and Aruba Networking

Experience

Help Desk Technician II, Enterfusion

- Troubleshoot complex issues and support networks, workstations, peripherals/hardware, and databases, ensuring a consistent and fluid work environment for all internal customers.
- Planned, managed, and oversaw IT projects, ensuring alignment with company goals and client needs.
- Work within Azure and AWS Architecture to ensure reliability, availability, and performance
- Configure Security groups for AWS inbound and outbound traffic to allow users to access company resources
- Work within Azure and integrate it with AWS to provide users with connectivity to company resources within AWS instances, protected by Entra Conditional access and security groups
- Manage disaster recovery solutions in both Azure and AWS via snapshots and AWS Backup
- Conducted post-project evaluations and found areas for continuous improvement.
- Develop and maintain security protocols for clients, resolving security issues that protect organization information. Manage Conditional Access, set up security Policies, and audit user Activity for risky activity
- Train new employees, enhancing efficiency and fostering a productive work environment
- Resolve complex escalated tickets while also helping instruct Tier 1 technicians on the escalated issues for their growth
- Assist with onboarding new clients, setting up their network and device infrastructure
- Diagnose, track, and solve software and hardware problems; escalate irresolvable issues to the right department for resolution.
- Create, distribute, manage, and troubleshoot applications deployed to users through automation both in N-able scripts and Intune Management

Projects

Azure Static Site Resume

- Designed and deployed a personal resume website using Azure Static Web Apps, providing high availability, global scalability, and built-in HTTPS
- Implemented automated CI/CD pipeline with GitHub Actions to build and deploy code on every push, streamlining development workflows
- Configured secure public access to Blob Storage for resume downloads while restricting unnecessary access, applying cloud storage security best practices
- Integrated Application Insights for performance monitoring and error tracking across the resume site
- Planned and evaluated Azure Front Door and CDN Integration for enhanced global performance and future scalability
- Applied network security practices using Azure Firewall and NSG's in test environments to simulate secure enterprise-grade web hosting

Education and Training

B.S, Computer Engineering, University of Central Florida