

Christopher Sanchez

407-873-3346 | ch413586@ucf.edu | <https://www.linkedin.com/in/cls0471058/> |

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

- Architected and deployed a static resume site leveraging Azure Storage and Azure Static Web Apps, ensuring high availability and scalability
- Integrated a suite of Azure services including Azure Functions, Network Security Groups, Application Insights, and Azure Key Vault to enhance functionality and security
- Resolved blob permissions issues by meticulously reviewing and configuring container and storage account settings to enable secure public access
- Future initiatives include migrating to Azure App Services, implementing DNS and firewall configurations, and utilizing Azure Front Door to optimize security and performance

Education and Training

B.S, Computer Engineering, University of Central Florida