Eduardo Muñoz

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SUMMARY

B.S. CS grad and education IT generalist aiming at **Network/Systems Administrator**. Comfortable owning **Tier II** tickets, triaging **DHCP/DNS/VLAN/SSID** issues, and administering Linux services with ops discipline (**monitoring, backups, documentation, change notes**). Hands-on with Apple **MDM fundamentals** (configuration profiles, enrollment basics, app installs/updates), **Meraki** dashboard exposure (SSID/client health, Wi-Fi triage), and **VMware** (Workstation/Fusion) from systems coursework. Runs a hardened Linux stack (Docker, Apache, MariaDB, TLS & firewalling) with **backup/restore drills** and clear runbooks. Calm under pressure, collaborative with sites/vendors, and proactive about trend analysis and preventive maintenance.

EXPERIENCE

Reed Union School District
May 2021 – Aug 2023

IT Assistant | Tier I/II Support & Site Ops *Belvedere-Tiburon, CA*

- Owned tickets end-to-end for Windows, macOS, and iOS: triage → reproduce → resolve/escalate → user validation; documented completion notes and KB/SOP updates.
- **Tier II escalations:** Outlook/Teams/OneDrive sync and profile repair; printer/queue/driver issues; docks/monitors; classroom A/V; delivered durable SOPs for repeat fixes.
- **Network triage:** DHCP scope/lease checks, DNS resolution, client ↔ AP/SSID health, cabling and port testing; packaged repro steps, timestamps, and logs for higher-tier changes (VLAN/port).
- **Apple device management:** installed/updated configuration profiles on iPads/Macs; handled enrollment basics and pushed approved apps/updates; verified policy compliance before handoff.
- **Meraki exposure:** observed SSIDs and client/AP status to isolate device vs. network vs. account causes; escalated switch/port requests with clean change notes.
- **Inventory & lifecycle:** maintained accurate assignments/serials/status; introduced **QR-based** asset checks that sped audits and improved records.
- **Liaison & training:** coordinated with site staff and vendors (RMAs/case tracking) and trained student workers on SOPs and request routing.

All About Parking
Aug 2023 – Present

Valet Attendant | Customer Service & Ops *San Francisco, CA*

- High-volume, frontline operations; de-escalation, accurate logs, and strict close procedures—habits that map directly to change control, audit-ready notes, and on-site professionalism.
- Trained new hires on SOPs/tools; reinforced clarity, safety, and policy compliance.

PROJECTS

District-Style Homelab & Service Hardening — eduardoemunoz.com
Mar 2025 – Present

Linux | Docker/Compose | Apache | MariaDB/MySQL | Monitoring/Backups *San Francisco, CA*

- Deployed containerized web/DB services behind Apache; enforced TLS (Certbot), **UFW** firewall, **Fail2Ban**; added availability/error monitoring and alerts.
- Scheduled **backups & test restores** (rsync) with documented rollback; tracked changes and wrote runbooks for deploy/patch/restore flows.
- Managed DNS (A/AAAA/CNAME); performed log-based troubleshooting and short postmortems to prevent recurrence.

Systems Programming Highlights (C, SFSU)
June 2025

Unix-like Shell | Multithreaded Processor | File System Components *San Francisco, CA*

- Built a mini-shell (tokenization, fork/exec/wait, pipes) with robust error handling and tests; reinforced Linux internals and process control.
- Implemented a multithreaded fixed-record processor (pthreads/mutexes) and file-system pieces (bitmap free space, root init).

SKILLS

Systems & Servers	Linux services | Docker/Compose | Apache | MariaDB/MySQL | backup/restore runbooks | change control
Networks & Cabling	TCP/IP | DNS/DHCP | Wi-Fi/SSID triage | client/AP health | basic termination/testing | *Meraki dashboard exp*
Apple/MDM	macOS/iOS | configuration profiles | enrollment basics | app installs/updates | *Jamf/Mosyle exposure*
Endpoints & Tier II	imaging/provisioning | drivers/firmware | printers/copiers/scanners | docks/monitors | classroom A/V
Identity & Apps	Google Workspace for Education | Microsoft 365 basics | access hygiene | MFA exposure
Ops & PM	monitoring/alerts | SOPs/KBs | inventory/audits | vendor coordination/quotes | task/project ownership
Field Readiness	valid CA driver's license | variable hours/on-call | travel to sites | safe handling/lifts up to 50 lbs

EDUCATION

Bachelor of Science — Computer Science
Aug 2022 – May 2025

San Francisco State University *San Francisco, CA*