

# Stephen Castillo

San Antonio, TX 78240

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## Work Experience

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### **IT Network Administrator**

Judicial Services Record Company - San Antonio, TX

Daily Responsibilities include:

- Performing network maintenance and system patching.
- Provide technical training to office employees for both hardware and software
- Manage the configuration and operation of Windows 10 Pro workstations
- Monitor the network throughout the day and respond immediately to security or usability concerns
- Create and verify backups of company data
- Respond to and resolve help desk requests via Spiceworks ticketing system
- Upgrade office systems and processes as required for improved functionality and efficiency
- Administrate Avast Business Anti-Virus and Spiceworks
- Review application and event viewer logs to determine cause of PC issues and crashes
- Install and test new office equipment
- Create / Manage office inventory

Virtual Machines / Servers:

- Create / Manage multiple mission critical virtual machines in Windows 2012 R2 Hyper-V environment
- Maintain efficient allocation of Hypervisor resources to ensure consistent uptime and virtual machine performance.

Windows Server 2012:

- Installation / Configuration of production and test servers
- Managing server roles
- Managing server shares
- Managing user and group NTFS permissions
- Monitoring user activity via auditing rules
- Maintaining shadow copies and restoring corrupted / missing files

Windows 10:

- Installation / Configuration of base Windows 10 Pro workstation
- Joining workstations to domain
- Setting up VPN connections for remote users
- Creating / Managing startup script to auto join remote users via VPN for domain authentication

#### Active Directory Users & Computers:

- Creating & Managing User / Computer Accounts
- Managing Organizational Unit and Security Group Memberships
- Resetting Passwords
- Managing user login hours
- Updating user information and office directory

#### Group Policy Management

- Creating / Managing GPOs
- Deploying anti-virus and office productivity software / files via GPO
- Deploying custom email signatures to company users via GPO
- Creating a blacklist for known macro and malware extensions to be opened in notepad by default upon auto run attempt.

#### DHCP and DNS Management:

- Managing static IP clients and monitoring active IP address requests
- Creating and managing DNS records for in-office applications

#### Managed Firewalls and Content Filters:

- Creating / Managing content filtering whitelists and blacklists
- Creating / Managing exceptions for approved office applications
- Creating / Managing exceptions for remote access and management of office workstations

#### VOIP Phone System:

- Create / Manage user extensions
- Create / Manage user voicemails
- Create / Manage office auto attendant greeting
- Manage extension forwarding rules
- Manage group call lists
- Create and verify backups of phone system data and system prompt information

### **Life Skills Worker**

Saint Jude's Ranch for Children - Bulverde, TX

- Provided for the needs and care of children and juveniles under my supervision
- Led juveniles and children in understanding and dealing with complex emotions and inappropriate behaviors
- Assisted juveniles and children in dealing with day to day tasks and preparing them for future endeavors and challenges

Technical Environment: Kaleidacare Solutions, Paylocity, Microsoft Office, Company based Client-Server systems, helping to troubleshoot personal electronic devices, game systems and computers for staff and juveniles.

### **Bexar County Sheriff - Detention Officer**

Bexar County Sheriff's Department - Adult Detention Division - San Antonio, TX

- Managed detention pods of up to 80 inmates

- Communicated with employees, inmates and disruptive individuals utilizing various interpersonal and verbal communication skills and de-escalation techniques.
- Wrote detailed incident and disciplinary reports on a variety of events during my shifts.

Technological Environment: Handheld radios, secured terminals with proprietary software programs and restricted user access settings, electronic, hydraulic, and manual door lock systems

## **Armed Security Officer**

U.S. Security Associates, Inc. - San Antonio, TX

- Maintained safe and secure environment for customers and employees
- Secured premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry.
- Alerted law enforcement and provided details related to on going incidents when additional assistance was required.
- Prevented losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Controlled traffic by directing drivers.
- Completed reports by recording observations, information, occurrences, and surveillance activities; interviewing witnesses; obtaining signatures.
- Maintained environment by monitoring and setting building and equipment controls.
- Maintained organization's stability and reputation by complying with legal requirements.

## Education

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### **Associate in Network Systems Administration**

ITT Technical Institute - San Antonio, TX

August 2012 to May 2014

### **Bachelor's in Criminal Justice/Law Enforcement**

Texas State University - San Marcos, TX

August 2004 to May 2010

## Skills

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- Customer Service (4 years)
- Networking (4 years)
- Active Directory (4 years)
- Technical Support (4 years)
- Windows 10 (2 years)
- Windows 7 (3 years)
- Microsoft Office (4 years)
- Microsoft Hyper-V (4 years)
- Ubuntu (4 years)
- CentOS (2 years)
- System Administrator (5 years)
- Linux
- System Admin

## Certifications and Licenses

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### **Notary Public of Texas**

December 2015 to December 2019

## Assessments

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### **Technical Support — Highly Proficient**

November 2019

Performing software, hardware, and network operations.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/5352cc35dc50804984afdad1247b8a5eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/5352cc35dc50804984afdad1247b8a5eed53dc074545cb7)

### **Supervisory Skills: Directing Others — Expert**

November 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/b6eceab2691112113d9f54d3cbdac4f1eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/b6eceab2691112113d9f54d3cbdac4f1eed53dc074545cb7)

### **Supervisory Skills: Interpersonal Skills — Highly Proficient**

November 2019

Fostering a collaborative environment and conducting difficult conversations.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/7036ac5957c7e672f239c9f8952b7ba2eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/7036ac5957c7e672f239c9f8952b7ba2eed53dc074545cb7)

### **Basic Computer Skills: PC — Highly Proficient**

November 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/a7a951b9ed4347877facf39cb9462593eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/a7a951b9ed4347877facf39cb9462593eed53dc074545cb7)

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