

# LUIS E. TENEN

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*IT System Administrator with 5 years of experience in the IT Support environment. Accustomed to providing integral technical support and troubleshooting issues related to hardware, software, backup installation, including end-user systems, and cloud computing. Also, I am a Web Developer, who's been working on my own projects for a year and a half specializing on front-end development who's skilled in HTML, CSS, JavaScript, ReactJS, Node JS, and SQL. I am extremely adept at providing exceptional customer service support in technical and diverse settings for either IT Support or Web development.*

## WORK - EXPERIENCE

04/2017—07/2020

### IT SYSTEM ADMINISTRATOR | KAPITUS — NEW YORK, NY

- Responsible and participating in assisting our Network team with the network architecture, projects, and the system infrastructure.
- Implementing a COVID19 project to move 350 employees to work remotely and safely from home in 4 days top.
- In charge of creating user network profiles, reset passwords, unlock accounts, email editing, access control, MDM enrollment, migrations, or other systems.
- Supporting 450 employees internally and remotely such as: NY, TX, VA, CA, Canada, Europe, India, and other locations.
- Responsible for the maintaining, upgrading, patching, and troubleshooting Switches, WAP, VOIP systems, Videos conference systems, Backup system, Windows Servers, Firewall, VPN, Windows Intune MDM, Azure and Windows Active Directory, Microsoft Exchange, Office365 Products, Windows and Mac OS, mobile devices, and Printers on NY, VA, TX, and India.
- Worked closely with every employee, department, management, and executives to support their necessities accurately and effectively.
- Strong communication skills via verbal, phone, or email with the IT team to remedy issues or emergencies in a promptly manner.
- Strong analytical and problem-solving skills with the ability to document and quickly adapt to changing and competing priorities.
- Comfortable working with different levels of issues such as Level 1 to Level 3.

09/12 – 05/14

### HELP DESK SUPPORT | WESTCHESTER COMMUNITY COLLEGE, VALHALLA NY

- Management of production infrastructure hardware and software and related technologies.
- Identify and troubleshoot server configuration or performance irregularities.
- Continuously up to date regarding software and hardware repair.
- Ensure infrastructure is properly monitored.
- Involved in the rollout of software updates and patches.

05/08—06/10

**BILLING COORDINATOR | It's About Time — Armonk, NY**

- Responsible for updating and billing client premium statements.
- Provide customer service with clients and carrier representatives.
- Analyze enrollments to determine proper eligibility according to the client's eligibility rules.
- Balances monthly billing statements for existing clients after changes are entered into billing system and adjust as necessary to the statements.
- Ensures performance guarantees specific to client are met daily.

## EDUCATION

09/06—05/10

**NETWORK ADMINISTRATOR AS, WESTCHESTER COMMUNITY COLLEGE**

02/12—05/15

**BUSINESS ADMINISTRATION BA, BARUCH COLLEGE - TRANSFER**

02/17—PRESENT

**SOFTWARE DEVELOPMENT (CIS) BA, NEW YORK CITY COLLEGE OF TECHNOLOGY**

## IT & WEB DEVELOPER SKILLS

- Cisco & FortiGate Switches
- Cisco & Aruba WAP
- LAN & WAN Networks
- DNS, DHCP, VLAN, and VPN
- Network Security Monitoring
- Server 2012 R2 through 2019
- Windows AD & Azure AD
- Linux, Mac OS & Windows 7, 8, 10
- System & Software Installation
- Hardware & Software Troubleshooting
- AirWatch & Microsoft Intune MDM
- Mobile iPhone & Android
- Jira Ticketing System
- Microsoft Office365 Products
- Mimecast Spam Filtering System
- Symantec
- Printer Configuration and Troubleshooting
- Phone & Video conference Systems
- Node Js
- SQL & Mongo DB
- Front-end
- HTML, CSS, JavaScript, React Js
- Testing & debugging
- Responsive desktop & mobile skills
- API
- GitHub version control
- jQuery