Daniel J. W. Torres

Contact

(512)-786-2475

Danieljwtorres@
icloud.com

Linkedin.com/in/
daniel-j-w-torres

Github.com/
testcomputer

Education

(March 2019- Oct. 2022)
Electrical Engineering;
 Front Range Community College
– Westminster, Colorado

(June 2013 - Sept. 2015)
General Studies;
Austin Community College
-Austin, Texas

Key Skills

Communication

Teamwork

Typing speed of 45 WPM

Problem Solving

Leadership

Shell Script

Awards

(May 2019)
Recognized as lead student information technician at FRCC

Certifications

CompTIA A+
Google IT Professional
(In progress)
CompTIA Network +
(In progress)

Profile

Highly driven & passionate engineer undergraduate actively researching in digital forensics & network analysis. Data-driven & detail-oriented network specialist with knowledge in diagnostics tools such as WireShark, GoBuster, Burp Suite, & Nmap. Experience using the network & security protocols of Kali Linux and Parrot OS. An IT professional with a passion for security architecture and over 3 years of experience in IT operations. Seeking an opportunity to contribute to the growth & innovation of Accenture

Professional Experience

Tier 2 Computer Specialist	**Feb. 2022**
Everise – Austin, TX	**– Present**

- 2nd level support for ISP network infrastructure that consists of Cisco, Juniper, Dell, HP, Linksys, Netgear & various other network devices
- Coordinated frontend network diagnostics for Tier 1 & Tier 2 escalations
- Assisted users with software installation & configuration
- Executed remote assistance with home security IoT
- Scheduled and coordinated meetings & FAQs for all Tier 1 new hires
- Maintained utmost discretion when dealing with sensitive information
- Managed over 480 successful ticket entries a month
- Contributed in FAQs for Tier 1 agents & customers
- Executed OSRI, system backups, malware scans, & software updates

Lead Heavy Machine Operator	**Sept 2017**
H.E.I. Civil – Castle Rock, Colorado	**– Feb 2022**

- Typed documents such as correspondence, dig permits, memos, emails, and prepared 2 reports weekly for management
- Revised, and distributed incoming machine training and development courses
- Trained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company
- Purchased & maintained heavy equipment supplies, and always carefully adhered to budgeting practices
- Developed new filing and organizational practices, saving the company $4,500 per year in contracted labour expenses
- Oversaw project end phases. Prepared for development life cycle to finish & pass off contract to landscape

Network Technician	**Mar 2020**
Front Range Community College – Westminster, Colorado	**– Nov 2021**

- Answered upwards of 40 phone calls daily, taking detailed messages & creating work tickets
- Arranged appointments to ensure project materials arrived on time
- Performed routine network stress tests to ensure adequate connectivity during live classroom sessions
- Installed physical network hardware
- Tested hard drives for any instabilities. Performed flashes/resets
- Assisted in troubleshooting hardware related issues with devices such as projectors, Smart Boards, printers, desktops & scanners