

Contact	Profile	
(512) -786-2475	<i>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. Obtained experience using the network & security protocols of both 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, & security of your organization</i>	
DanielJWTorres@ iCloud.com		
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GitHub.com/ testcomputer		
Education	Professional Experience	
(March 2019- Oct. 2022) Electrical Engineering; <i>Front Range Community College</i> – Westminster, Colorado	Tier 2 Computer Specialist Everise – Austin, TX	Feb. 2022 – Present
(June 2013 - Sept. 2015) General Studies; <i>Austin Community College</i> -Austin, Texas	<ul style="list-style-type: none">2nd level support for ISP network infrastructure that consists of Cisco, Juniper, Dell, HP, Linksys, Netgear & various other network devicesCoordinated frontend network diagnostics for Tier 1 & Tier 2 escalationsAssisted users with software installation & configurationExecuted remote assistance with home security IoTScheduled and coordinated meetings & FAQs for all Tier 1 new hiresManaged over 500 successful ticket entries a month with a 98% success rateExecuted OSRI, system backups, malware scans, & software updates	
Interpersonal Skills	Lead Heavy Machine Operator H.E.I. Civil – Castle Rock, Colorado	Sept. 2017 – Feb. 2022
Effective Communicator	<ul style="list-style-type: none">Typed documents such as correspondence, dig permits, memos, emails, and prepared 2 reports weekly for managementRevised, and distributed incoming machine training and development coursesTrained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to companyPurchased & maintained heavy equipment supplies, and always carefully adhered to budgeting practicesDeveloped new filing and organizational practices, saving the company \$4,500 per year in contracted labor expensesOversaw project end phases. Prepared for development life cycle to finish & pass off contract to landscape	
Teamwork	Network Technician Front Range Community College – Westminster, Colorado	
Leadership		
Critical Thinking	Mar. 2020 – Nov 2021	
Resourcefulness	<ul style="list-style-type: none">Answered upwards of 40 phone calls daily, taking detailed messages & creating work ticketsArranged appointments to ensure project materials arrived on timePerformed routine network stress tests to ensure adequate connectivity during live classroom sessionsInstalled physical network hardwareExecuted tests on hard drives for any instabilities. Performed flashes/resets if necessaryAssisted in troubleshooting hardware related issues with devices such as projectors, Smart Boards, printers, desktops, scanners, & other office machines	
Process Improvement	Professional Skills	
Awards (May 2019) Recognized as lead student information technician at FRCC	<ul style="list-style-type: none">Strong written communication skills and presentation skillsEffective written and verbal communication skills with strong analytical skillsCollaborative skills and proven ability to work in a diverse team of IT professionalsNetwork diagnostic - critical thinking and excellent communication skills around IT incidentsStrong analytical, problem solving, and consulting skills with knowledge of network technology and related technologies	
Certifications CompTIA A+ Google IT Professional <i>(In progress)</i> CompTIA CCNA <i>(In progress)</i>		