

# Timothy J. Portnoff

CLOUD SYSTEMS ADMINISTRATOR

Fresno CA, United States

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## Summary

Tech-savvy IT professional with an extensive background in computers & computing. I thrive on hands-on work and enjoy reverse-engineering technology to understand exactly how it operates. This curiosity has driven me to build my own PC, repair my own devices, and configure my own servers from scratch. Technology is a puzzle, often complex and intimidating, but incredibly rewarding when everything clicks.

I recently obtained my A+ and am committed to pursuing the CompTIA certification pathway. Currently I am preparing for the Network+.

Seeking a position to leverage my A+ certification in an environment that highlights my technical and interpersonal skills, whether that involves working on projects in-office or providing hands-on-support in the field. I look forward to speaking with you!

## Skills

<b>IT Support</b>	Hardware & Software Troubleshooting, Networking, Log Analysis, WinRE, MMC, Quick Assist, PowerShell
<b>Programming</b>	Github, Vim, Bash, C++, C, Python, JavaScript, HTML, Apache, MySQL, PHP, Java, XeTeX, Data Structures, OOP
<b>AI Tools</b>	LLM Utilization, API Scripting, Voice Synthesis, Speech Recognition, PyTorch Image Recognition & Generation
<b>Systems</b>	Microsoft Windows, Linux, Android, Apple iOS, Arduino, Raspberry Pi, ESP32, System Imaging
<b>Cybersecurity</b>	Network Configuration, TLS/SSL, Firewalls, 2FA, Encryption, Wireshark, NMap, Pen Testing, VPNs, Proxies
<b>Soft Skills</b>	Collaboration, Communication, Empathy, Problem Solving, Technical Documentation, Mentoring, Self-Motivation

## Experience

### OurPetDr

Remote, Bakersfield CA

CLOUD SYSTEMS ADMIN

Jul. 2024 - Present

- Developed and deployed a custom customer relationship management solution for the operations of a global Veterinary company.
- Set crucial security standards such as installing TLS/SSL certifications, white-listing encryption ciphers, and banning brute-force SSH attempts.
- Significantly sped up the invoicing and subscriptions by implementing a PCI-compliant pipeline to automate the tedious process of assigning pet owners with Veterinarians by intercepting webhooks sent from the Stripe API.

### Outlier AI

Remote, Oakland CA

DATA ANNOTATION TECH

Oct. 2023 - Mar. 2024

- Utilized Google Data Compute for data entry related to tasks surrounding AI model performance, execution, safety, accuracy, and fulfillment.
- Organized LiDAR point cloud data to train autonomous vehicles AI to identify environments, pedestrians, vehicles, hazards, & more.
- Annotated catheter video to train an AI to detect and distinguish veins, arteries, stents, and blood clots in the human body.
- Developed leadership and teamwork skills in a 500,000+ member Slack workspace by moderating channels, troubleshooting software issues, mentoring new members through AI projects, and collaborating within a tight-knit team.

### Costco Wholesale

Fresno, California

SALES ASSOCIATE

Nov. 2017 - Mar. 2023

- Educated customers on tech selection, troubleshot device issues, and persuaded members to choose the best technology for them.
- Tracked inventory & members through the IBM RPG terminal, supported members over the phone, cashiered, dispensed, & counted funds.
- Managed photo center inventory and operations, inbound/outbound orders, cartridge refills, and ensured timely order fulfillment.
- Developed strong communication skills for effective teamwork, including active listening and excellent customer service.
- Recognized for enthusiastic attitude and strong work ethic, becoming the go-to person for impromptu tasks and special projects.

## Education

### A.S. in Information Technology

Clovis, California

CLOVIS COMMUNITY COLLEGE

Dec. 2023

- Programming Concepts and Methodology, Computer Architecture, Discrete Mathematics for Computer Science, & Data Structures Visualization

### High School Diploma

Madera, California

LIBERTY HIGH SCHOOL

Mar. 2017

- Architecture, Construction, & Engineering (ACE), Regional Occupational Programs (ROP) Robotics & Digital Media, & Destination Imagination

## Certifications

Mar. 2025 **A+ (220-1101 & 220-1102)**, CompTIA, Pearson VUE

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Oct. 2024 **AI Essentials**, Google, Coursera

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Sep. 2024 **IT Support Professional**, Google, Coursera

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