# THOMAS GONZALES

### NPower IT Mentor/Student

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CompTIA Secure Infrastructure Specialist (April 2024) with 25+ years experience in network engineering and cybersecurity. Precise attention to detail within systems administration, cloud computing, and cybersecurity. Proficient in technical training, exam creation, escalation support, customer service, problem-solving, Microsoft & Google Productivity Suites.

## Work Experience

**NPower IT Mentor/Student** Aug 2023 - Present

[Company] | San Jose

and Calbright College , San Jose, CA

**Local Veterans Employment Representative** Jan 2023 - Aug 2023

State of California Employment Development Department | San Jose

* Performed Job Development Training and Activities for fellow Veterans with employment challenges.
* Led Outreach to Employers.
* Collaborated with Veterans organizations, Goodwill, and California Department of Rehabilitation to connect veterans with employment opportunities and vital services.
* Performed job searches and status reporting to Federal Government agencies

**Network Program Developer & Technical Trainer** May 2021 - Dec 2022

JobTrain | Menlo Park

* Developed CompTIA Network training course and networking labs from the ground-up.
* Taught students online and provided guidance/mentoring in a friendly, organized, and consistent manner for all learners.
* Established and developed  relationships with CompTIA and vendors to obtain vital software and hardware resources to develop and deliver the training curriculum.

**Technical Curriculum Developer & Technical Trainer** Aug 2016 - Feb 2021

Palo Alto Networks | Santa Clara

* Leveraged extensive hardware, software, and network expertise to develop, maintain, and upgrade more than 15 leading-edge Next-Generation Firewall and Public and Private Cloud course presentations and their associated labs.
* Created certification development processes and facilitated the development and update of more than a half dozen Associate and Professional exams as a Subject Matter Expert
* Drafted, updated, and edited more than 10 exam resource and study guides, based on Gap Analysis documents.
* Supported the professional certification of more than 1500 in-house and external Systems Engineering professionals to sell leading-edge cybersecurity products and services.

**Proprietor/Owner** Apr 2013 - Jun 2016

TekMem Network Engineering | San Jose

* Selected Accomplishments & Key Results :
* Enabled consistent collaboration by integrating technical courseware into Microsoft SharePoint for a company specializing in enterprise mobility management.
* Developed and taught technical courses for the development and use of laser engraving systems used for artistic, technical, and product development functions.

**Beta Triage Coordinator** Jun 2015 - Mar 2016

TiVo | Alviso

* Selected Accomplishments & Key Results :
* Performed triage on Beta software for hardware and software products
* Developed a triage process matrix, expediting evaluation and resolution of incoming technical support issues by 20%.
* Implemented a streamlined bug processing plan, reducing the time required for software and hardware engineering solutions by 20%.

**Senior Curriculum Developer/Technical Trainer** Jan 2011 - Apr 2013

EMC Backup and Recovery Systems | Santa Clara

* Selected Accomplishments & Key Results :
* Developed a self-certification program for partners to certify their IT products and services with Data Domain deduplication tools to reduce deployment times from roughly five weeks to less than one.
* Subject Matter Expert in Backup systems training and certification exam development.

## Core Skills

TCP/IP; QOS; WAN; LAN; System and network administration protocols ; Windows, Linux, Apple MacOS-X ; WAN and LAN networking protocols; Oral, multimedia, and written communication.; Virtual Machine lab development; Containerization;

## Education

**Palo Alto Networks** Dec 2022

**[Study Type]** | [Area]

## Certificates

**University of California** 31/12/2006

University of California

**Institution** 31/12/2005

[Issuer]

**California Polytechnic State University** 31/12/1995

California Polytechnic State University