

# WENDINY LEROY

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## SUMMARY

I have worked in the IT field since 2013. I have proven experience in network and infrastructure management. Advanced LAN/WAN administration expertise, technical support, and integrated software applications. Strong knowledge and comfort in Windows Servers, DNS Servers, Application Servers, Windows Active Directory, DHCP, Cisco Networking, Fortinet security infrastructure, and peripheral processes.

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## SKILLS

- Virtualization
- System Backup and Recovery
- Cybersecurity
- Hardware Configuration
- Hardware Troubleshooting
- Cloud Computing
- Systems Administration
- IT Support
- Linux
- Mac Support
- Networking
- Operating Systems
- Software Troubleshooting

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## WORK HISTORY

Dade Institute of Technology and Heath.  
Miami, Florida, United States.  
IT Technician Specialist// February 2023 to June 2024.

### Responsibilities:

- Designing, implementing, and maintaining local area networks (LANs) for large corporate clients.
- Provisioning network security measures like firewalls and access control systems while monitoring network performance.
- Executing software updates and upgrades in compliance with company procedures.
- Troubleshooting complex technical issues related to hardware components, applications, or software programs.
- Collaborating with other teams to develop strategies for enhancing server architecture and data centers.
- Establishing networks by analyzing requirements, designing system configurations, defining component specifications, and resolving compatibility issues.

Sevis Finansye Fonkoze

Port-au-Prince, Haiti.  
Network Administrator// October 2015 to May 2022.

Responsibilities:

- Administered all network operations as a sole administrator for a 300+ people workforce, including both local and remote.
- Configuration and installation of UTM, Fortinet environment.
- Implemented VPN branch to branch with IPsec tunnel and Client to branch with TLS or IPsec tunnel.
- Implemented Mac address, web, application, and VLAN filtering to lower vulnerability.
- Monitor the head office and the branch network using SolarWinds network performance monitor.
- Administer servers in a Windows 20016/2022 server environment with an excellent uptime.
- Troubleshoot IP connectivity and network performance, minimizing vulnerabilities by 30% and improving network performance by 25%.
- Ensure system security and reliability by maintaining device configurations/backups and network monitoring tools, reducing client support tickets by 47%.
- Realized a cost saving of 40% by negotiating with vendors and contractors to deliver equipment and services.
- Troubleshooting computer network problems.

Sevis Finansye Fonkoze

Port-au-Prince, Haiti.  
Technical Support Agent // October 2013 to September 2015.

Responsibilities:

- Supported 46 branches via inbound technical support calls.
- Assisted an average of 30 weekly customers with hardware, software, and networking issues.
- Researched client issues to resolve complaints promptly.
- Displayed exceptional people skills and maintained a calm demeanor during every phone call.

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## CERTIFICATIONS

- Cisco Certified Support Technician Cybersecurity (CCST Cybersecurity), complete Mai 2024
- Cisco Certified Support Technician Networking (CCST Networking), complete Avril 2024
- CompTIA A+ ce Certification, Complete novembre 2023 : Expire novembre 2026
- Introduction to Cybersecurity, Complete: Juil. 2023

- Networking Basics, Complete: Juil.2023
- Certification: NSE 3 Network Security Associate, Complete 01/06/2022.
- Certification: NSE 2 Network Security Associate, Complete 01/04/202.
- Certification: NSE 1 Network Security Associate, Complete 01/03/2022.
- Certification: FortiGate infrastructure 6.2 Self-Paced, released May 2020.
- Certification: FortiGate Security 6.2 Self-Paced, released May 2020.

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## **EDUCATION**

Bachelor of Science - Computer Science.

École Supérieure d'Infotronique d'Haïti (ESIH)// Haïti.

Associate of Science - Computer Network Techniques.

Canado Technique (CFPH)// Haiti.

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## **Languages**

English

French

Creole