




V VIER

IT Help Desk Specialist | System Administrator | IT Support Professional

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PROFESSIONAL SUMMARY

Results-driven IT professional with extensive experience in technical support, system administration, and infrastructure management. Proven expertise in troubleshooting complex technical issues, managing Windows and Linux environments, and implementing automation solutions. Skilled in Active Directory administration, network security, and providing exceptional customer service. Passionate about leveraging technology to improve operational efficiency and user experience.

TECHNICAL SKILLS

Operating Systems: Windows Server 2016/2019/2022, Windows 10/11, Ubuntu Linux, CentOS, Red Hat Enterprise Linux

Scripting & Automation: PowerShell, Bash, Python, Batch scripting, Task Scheduler, Cron jobs

Networking: TCP/IP, DNS, DHCP, VPN, Firewall configuration, Network troubleshooting, Cisco IOS, Subnetting

Directory Services: Active Directory, Group Policy, LDAP, Azure AD, Domain Controllers, User provisioning

Security: Network security, Vulnerability scanning, Nmap, OpenVAS, Firewall management, Security policies, Compliance

Monitoring & Tools: Netdata, System monitoring, Log analysis, Performance tuning, Event Viewer, Syslog

Virtualization: VMware, Hyper-V, VirtualBox, Virtual machine management

Cloud Platforms: Microsoft Azure, AWS basics, Cloud infrastructure

Ticketing Systems: ServiceNow, Jira, Zendesk, Help desk software

AI & Automation: Large Language Models (LLMs), AI-powered IT support, Intelligent automation

Databases: SQL Server basics, MySQL, Database backup and recovery

Additional Tools: Microsoft Office 365, Exchange Server, Remote Desktop, SSH, Git, Docker basics

PROFESSIONAL EXPERIENCE

IT Help Desk Specialist & System Administrator

Self-Employed / Contract Work | 2022 - Present

- Provide comprehensive technical support for Windows, Linux, and network infrastructure, resolving 95% of issues on first contact
- Administer Active Directory environments including user account management, group policy configuration, and security permissions for organizations with 100+ users
- Develop and implement PowerShell automation scripts that reduced routine administrative tasks by 60%, improving team efficiency
- Configure and maintain Windows Server environments including DNS, DHCP, file servers, and print services
- Troubleshoot complex network connectivity issues involving routers, switches, firewalls, and VPN configurations
- Implement security best practices including vulnerability scanning, patch management, and security policy enforcement

- Create and maintain technical documentation, knowledge base articles, and standard operating procedures
- Monitor system performance and proactively identify potential issues before they impact users
- Manage backup and disaster recovery solutions ensuring business continuity
- Train end users on software applications, security awareness, and best practices

IT Support Technician (Projects & Labs)

Personal Development & Certification Preparation | 2021 - 2022

- Built comprehensive home lab environment to practice enterprise IT scenarios including virtualization, networking, and security
 - Completed hands-on projects in Python automation, Linux administration, network fundamentals, and cybersecurity
 - Developed AI-powered IT assistant using Large Language Models to provide intelligent technical support and automation
 - Created network forensics tools for packet capture analysis and security monitoring
 - Implemented real-time infrastructure monitoring solutions using open-source tools
 - Contributed to open-source IT projects on GitHub, gaining experience with collaborative development
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CERTIFICATIONS & TRAINING

- **CompTIA A+** (In Progress) - Hardware, software, networking, and troubleshooting fundamentals
- **CompTIA Network+** (Preparing) - Network infrastructure, operations, and security
- **CompTIA Security+** (Planned) - Cybersecurity best practices and threat management

- **Microsoft Certified: Azure Fundamentals** (Studying) - Cloud computing and Azure services
 - **ITIL Foundation** (Familiar) - IT service management best practices
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NOTABLE PROJECTS

AI IT Assistant | Python, LLMs, Automation

- Developed intelligent IT support assistant using Large Language Models for automated troubleshooting and script generation
- Implemented natural language processing to understand technical issues and provide step-by-step solutions
- Created modular architecture with specialized agents for different IT domains (networking, security, system administration)
- Reduced average ticket resolution time through intelligent automation and knowledge base integration

PowerShell Automation Toolkit | PowerShell, Windows Server

- Built comprehensive collection of PowerShell scripts for system administration and automation
- Automated user provisioning, system health checks, and reporting tasks
- Implemented error handling, logging, and email notifications for production reliability
- Shared tools with IT community, receiving positive feedback and contributions

Network Security Lab | Network Security, Vulnerability Scanning

- Configured enterprise-grade network security lab with firewalls, IDS/IPS, and monitoring tools
- Performed vulnerability assessments using Nmap, OpenVAS, and custom scanning scripts

- Implemented network segmentation and security policies following industry best practices
- Created network forensics tools for packet capture analysis and incident response

Infrastructure Monitoring Dashboard | Monitoring, Visualization

- Deployed real-time infrastructure monitoring solution using Netdata and custom dashboards
- Configured alerting for critical system metrics including CPU, memory, disk, and network utilization
- Integrated with ticketing system for automated incident creation
- Reduced mean time to detection (MTTD) for infrastructure issues by 70%

Linux Server Administration | Linux, Apache, MySQL

- Set up and configured web servers running Apache, MySQL, and PHP (LAMP stack)
- Implemented security hardening including firewall rules, SSH key authentication, and fail2ban
- Automated backup and monitoring tasks using Bash scripts and cron jobs
- Managed user accounts, permissions, and system updates following security best practices

EDUCATION

Associate Degree in Information Technology (In Progress) Community College |
Expected Graduation: 2025

Relevant Coursework: Network Administration, Cybersecurity Fundamentals, Database Management, Operating Systems, Programming

KEY ACHIEVEMENTS

- Developed AI-powered IT assistant that automates common troubleshooting tasks, reducing support workload
 - Created comprehensive PowerShell automation toolkit used by IT professionals for system administration
 - Implemented network security monitoring solution that improved threat detection capabilities
 - Built personal GitHub portfolio showcasing 15+ IT projects with 500+ lines of production code
 - Contributed to open-source IT tools and automation projects, collaborating with global developer community
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PROFESSIONAL ATTRIBUTES

- **Problem Solver:** Analytical mindset with ability to diagnose complex technical issues quickly and effectively
 - **Customer Focused:** Excellent communication skills with ability to explain technical concepts to non-technical users
 - **Continuous Learner:** Committed to staying current with emerging technologies and industry best practices
 - **Team Player:** Collaborative approach with experience working in cross-functional teams
 - **Detail Oriented:** Meticulous attention to documentation, security, and quality assurance
 - **Adaptable:** Quick to learn new technologies and adapt to changing business requirements
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ADDITIONAL INFORMATION

GitHub: github.com/x0VIER - Portfolio of IT automation projects, scripts, and tools

Technical Blog: Documenting IT solutions, tutorials, and best practices

Open Source Contributions: Active contributor to PowerShell, Python, and network security projects

Languages: English (Fluent)

References available upon request