# SKILLS

|  |  |  |
| --- | --- | --- |
| Linux Administration | Network Administration | Windows Administration |
| Office 365 and Azure Administration | Cisco ASA Firewall configuration/Management | Backup Administration |

# TECHNICAL SUMMARY

* Programming languages:
  + Intermediate: HTML, CSS
  + Novice : Java, C++, Python, JavaScript, PHP, MySQL
* Strong knowledge and proven ability to diagnose, troubleshoot, and resolve technical problems of software, hardware, and operating systems
* Superior analytical and problem-solving abilities, with track record of improving operations performance and efficiency
* Outstanding written and verbal communication skills
* Demonstrated background working effectively with students, peers, and management, in both one-on-one and group settings
* Built and maintain personal lab/network consisting of small business grade networking equipment including a Ubiquiti Edgerouter, two Ubiquiti access points and three Cisco Catalyst switches with multiple VLANs, utilizing two FreeNAS storage servers, two ESXi hypervisor servers with direct links between each FreeNAS and ESXi machine for iSCSI storage

# EDUCATION

* Bachelor of Science, Information and Computer Science, Park University (2020)
  + Computer Science : Java, C++. JavaScript, HTML5, CSS
  + Database Management
* Cisco Net Academy
  + Cisco Certified Network Associate (In progress, 2022)
* Self-study
  + Automation including Ansible, Python, REST API
* Continuous Education
  + Open Education Resources (OER) such as Udemy
  + Azure/AWS Certifications (In progress, 2022)

# TECHNICAL CERTIFICATIONS

* Microsoft Certified Professional
* Microsoft Certified Desktop Support Technician

# EMPLOYMENT HISTORY

Comfort Systems USA San Antonio, TX

*ERP Solution Architect 11/2021 – Present*

* Red Hat Linux administration
* Azure Monitoring and Management of ERP systems
* ERP Infrastructure Manager
* Performance monitoring
* Proactively manage software assets
* Primary technical contact for the ERP team
* Windows Server administration
* Develop PowerShell and Bash scripts to automate tasks
* Technical Liaison to IT for the ERP team
* Backup Administration
* Engage Third party vendor support when necessary
* Tasked with improving Linux and ERP security
* Take ownership of mismanaged Linux infrastructure
* Resolved long standing technical issue causing slowness issues in a production system
* Project manager
* Improving Ticketing System to allow for improved ticket tracking and reporting
* Restructure ERP server infrastructure allowing for improved organization and management between Support, Implementation and Continuous Improvement teams

Specialized Construction Services San Antonio, TX

*Technical Consultant 06/2020 – Present*

* Implement Google Workspace for eMail and Calendar services (June 2020)
* Migration to Office 365 from Google Workspace (August 2022)
* Built, maintain, host company website
* Manage linux webserver including nginx configuration
* Provide technical guidance to executive team as needed.
* Setup and deployment of company owned computers
* Technical support for computer users as needed
* Implement Azure AD/Join Windows devices to Azure AD Domain

Southwest Research Institute San Antonio, TX

*IT System Administrator 08/2020 – 11/2021*

* Windows Server Administration and Security Patching
* Active Directory User and Group Administration
* Refreshed Hyper-V environment. Redundant hosts and direct attached SAN.
* Hyper-V replication to duplicate host
* Developing Powershell script to automate tasks
* Active Directory User and Group Administration
* MacOS Administration
* NIST compliance implementation - Windows 10, MacOS
* Device migration, Backup administration and hard drive/SSD encryption

Pioneer Energy Services San Antonio, TX

*IT Network Administrator 08/2018 – 07/2020*

* Research, plan, deploy and manage remote office networks
* Configure network firewall, router, switches, and wireless access points
* DHCP and DNS configuration
* Windows Server Administration
* Active Directory User and Group Administration
* Network Segmentation Projects:
  + Cisco ISE
  + TACACS+
  + 802.1x/Radius
  + Standardized VLANs at all remote sites
* Implement DMVPN at over 40 remote sites
* Utilize SolarWinds (NPM, NCM, NTA) to monitor network devices and manage configuration backups
* Utilize Netflow to monitor network traffic
* Perform packet captures when necessary
* Analyze Cisco device captures using Wireshark
* Advanced troubleshooting – TCP/IP, UDP, EIGRP
* Meraki Cloud Management/Monitoring
* Manage large internet upgrade project, migrating multiple sites off MPLS/BGP to fiber circuit with SIP
* Utilize Office 365 to create and manage shared mailboxes
* Assist with the administration and maintenance of Cisco IP based telephony systems
* Provision IP Phones in Cisco Unified Communications Manager (CUCM), setting up extensions and supporting user requests
* Research local ISP options and coordinate with providers for service installations at remote job sites
* Troubleshoot ACL issues affecting network application on standard employee network and IT personnel network
* Update and maintain network documentation
* Manage site location information, LAN IP subnets, Public IP blocks and assigned devices, Wireless SSID information, and contact information
* Provisioned equipment for remote sites, regional locations, and corporate office
* Designed, implemented and managed VMware ESXi/vCenter based segregated test network utilizing virtual routers (PFSense) to mimic the corporate topology
* Implement Meraki cloud managed wireless access points to upgrade corporate wireless infrastructure
* Manage Inventory, support Service Desk tickets, and execute Projects in FreshService ITSM

CCC Group, Inc. San Antonio, TX

*Network Systems Administrator 02/2016 – 08/2018*

* Windows Server Administration
* Manage SUSE Linux and Red Hat Linux based systems infrastructure utilizing Microfocus products for user and group directory management and groupware: Open Enterprise Server, eDirectory, Groupwise mail server
* Monitor COINS systems, troubleshoot, identify, and resolve backend issues
* Manage COINS user security, create security groups to manage function level access
* Install COINS service pack updates and fixes
* Monitor mission critical systems, troubleshoot, identify, and resolve systems issues
* Manage virtual server environment via VMware vCenter
* Engage vendor support when necessary to resolve software issues and hardware failures
* Manage daily local and offsite backups for corporate datacenter and remote office file storage servers – Arkeia, Platespin Forge, Tape backups, RSYNC
* Utilize AWS E3 and Glacier for remote office off-site backup and archiving
* Manage non-domain Windows server systems and applications – Oracle P6, Oracle Weblogic, Sage FAS, SQL Server
* Research, plan, deploy and manage multiple remote jobsite office networks including VLAN design and local ISP options
* Coordinate with providers for service installations
* Assist Help Desk technicians as necessary with network and systems troubleshooting
* Take ownership where appropriate
* Assist with large scale research, planning and implementation of network infrastructure and system implementations and upgrades. Including ISP Test and Turn up
* Accurately manage remote jobsite network assets as deployed and decommissioned
* Work closely with Software Developers to provide necessary accounts, access and data for Process Improvement and Application Enhancement development projects
* Organizational Subject Matter Expert for multiple Network System Applications
* Cisco Meraki Appliance Cloud Management
* Project Management – System Implementation, Application and Operating System Upgrades

Beckton Dickson and Company San Antonio, TX

*Security Administration Specialist 09/2014 – 07/2015*

* Active Directory User/Group Administration
* IBM OpenPages (FCM, QDMS, SOX)
* SAP Enrollment, Modify and Termination
* Cisco Guest Wireless network management
* SafeNet token administration

Robert Half Technology San Antonio, TX

*Consultant 02/2011 – 09/2011*

* Remedy Ticketing system
* Install Office LAN and PC Moves

Eye Care Centers of America San Antonio, TX

*IT Resource Center Technician 04/2011 – 07/2011*

* POS Thin Client/Terminal Server networking
* Cisco AnyConnect VPN