

Client Name

Contact information

Summary of Qualifications

I am a Network/System Administrator whose passion for technology is evident by the support I provide my clients. Adept at troubleshooting and resolving issues, I engage enterprise-wide with end users to offer accessible explanations of complex systems. In addition to providing help desk support, I am currently working towards a degree in cybersecurity.

Career Highlights

- Created Crypto Arbitrage trading bot on VULTR Cloud
- Installed OneDrive & Azure Cloud services for medical practice, as well as Amazon AWS infrastructure for real estate companies
- Resolved connectivity issues to Bloomberg Terminal, optimized workstations, hardened systems & manually repaired hardware for private equity firm & public relations agency
- Participated in Amazon AWS cloud service networking hackathon, collaborating with teammates to fix a simulated networking issue involving Active Directory, DNS, DHCP, subnet masking of ipv4& ipv6 networks

Professional Experience

Freelance Technical Installer

2016 - 2020

- Installed Point of Sale software, audio/visual workstations, & CAD workstations for local businesses
- Ran diagnostic tests on existing equipment & troubleshoot problems
- Inspected installations to ensure functionality

Bell Tech

2019

Junior System Administrator

- Responded to 40+ requests for desktop & systems support each week
- Conducted QA testing & security assessments of IT infrastructure
- Patched software & installed updates
- Deployed enhancements to remote access, servers & directory services security
- Set up redundant system backups & network connections to enable disaster recovery
- Monitored baseline performance of servers to prevent network intrusion
- Installed firewalls, routers, Pfsense, Cisco, Asus switches
- Assisted with end user devices: mobile phones, tablets, laptops, desktops (Asus, dell, Lenovo, Apple, Samsung, HP)
- Monitored compliance with Gramm-Leach-Bliley for financial institutions to safeguard sensitive data

Certifications

ITF+, A+, Network+, Security+ (CompTIA)

Programming

Javascript, HTML, CSS, BASH, ZSH

Technology

MS Office 365; ubuntu; raspbian; Oracle Virtual Box; Bloomberg Terminal; Cisco Packet Tracer

Education

School Name

anticipated 2025

M.S. Cybersecurity