

Executive Summary

A solution-driven IT professional with 15+ years of experience and CompTIA A+, Network+, and Security+ certifications. Proven success in leveraging automation and resourcefulness to lead complex projects, streamline operations, and enhance security posture for diverse clientele. A resourceful problem-solver, adept at bridging the gap between technical execution and business objectives, with a strong focus on Python and PowerShell to drive efficiency and innovation.

Professional Experience

Systems Engineer | VIP IT Inc. | Los Angeles, CA | 2020 – 2024

- Independently executed high-stakes projects, including server-to-SharePoint migrations and complex email migrations, ensuring strict compliance with data protection policies.
- Achieved mastery in Microsoft Power Automate and PowerShell, developing custom scripts and workflows that automated key business processes and significantly improved operational efficiency.
- Served as the key technology partner for a diverse client base, including cannabis, accounting, and architecture firms, designing and implementing tailored solutions for their unique needs.

Helpdesk Technician II | Squar Milner LLP | Los Angeles, CA | 2018 – 2020

- Functioned as the departmental lead for ticket triage, managing service request workflows and ensuring successful project outcomes across the board.
- Engineered and executed a firm-wide security overhaul by investigating network usage to restructure security groups and permissions, significantly enhancing data protection.
- Streamlined the onboarding process for approximately 50 new hires, creating and leading technology training sessions to accelerate their integration and productivity.

Technology Consultant | Digital Information Business Solutions | Burbank, CA | 2016 – 2018

- Led the complete design and installation of a wireless network for a children's healthcare facility, delivering seamless connectivity that directly increased staff efficiency and patient morale.
- Acted as a primary server administrator, managing the full lifecycle of physical and virtual servers, including Exchange/Active Directory administration and Group Policy configuration.

- Promoted to Supervisor after achieving the top rank in customer satisfaction and ticket volume for three consecutive quarters.
 - Led and mentored a team of 10 technicians across California and Texas, fostering a collaborative environment and improving service delivery consistency through rigorous coaching.
 - Served as the final escalation point (Tier 3) for complex technical issues, specializing in firewall deployment, NAT/Firewall rule configuration, and VPN tunnel setup.
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Projects & Resourcefulness

- **Automation & Customization:** Utilized Python scripting with Raspberry Pi devices and GPIO sensors to automate and control custom lighting setups for live events.
 - **Custom System Builds:** Demonstrated hardware resourcefulness by building and configuring custom arcade systems from the ground up using PCs, Raspberry Pi 3/4/5s, and various controller interfaces.
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Technical Proficiencies & Certifications

- **Automation & Scripting:** Python, PowerShell, Microsoft Power Automate
- **Cybersecurity:** SonicWALL, Cisco VPN, Sophos, KnowBe4, MDM, Endpoint Protection
- **Infrastructure & Cloud:** Windows Server, Active Directory, VMWare, Hyper-V, Azure, Office 365, SharePoint
- **DevOps & Ticketing:** CI/CD, Git, ConnectWise, AutoTask, NinjaRMM
- **Certifications:** CompTIA Security+ (2019), CompTIA Network+ (2019), CompTIA A+ (2010)