



Solutions Architect and Business Technologist with 14 years of progressive experience bridging the gap between IT strategy and business execution. I specialize in cybersecurity, information systems, and enterprise operations, driving technology initiatives that deliver measurable business value. Known for cross-functional leadership, operational excellence, and a consultative approach to problem-solving, I translate complex technical solutions into clear business advantages that support revenue growth and risk reduction.

KEY SKILLS

Technical Skills:

Programming: Advanced in PowerShell, bash, SQL, Perl, HTML/CSS; Proficient in Java, Python, C

Apps: .Net 2.0-4.8, SQL 2005-2019, Access, Epicor, Excel, Citrix App Layering/Profile management, 3M HIM, Securelink, Slack, ServiceNow, Cerner EMR, ConnectWise Automate, NinjaRMM, SAP, Microsoft Dynamics

Platforms: ESXi 6-8, Veeam, Exchange, M365 administration, Microsoft Endpoint mgmt: Intune admin (MDM), Azure / Entra AD, configuration manager, Email mgmt, Google Admin Console, Citrix, HL7, Medical Devices OT/IT, ICS, legacy systems

Environments: AD & server sysadmin, GPOs, IAM, Security group architecting, AZURE integrations, RMM, Hybrid Cloud- AVD/WVD, UNIX, OSX, SunSolaris, IIS, Apache, websphere, Docker, Fortimonitor, SonicWall, Cisco, SAN, PXE imaging implementation,

Networking: Traceroute / Arp / FTP / SFTP/ Netstat / SSH / Nmap , RDP, VPN, TCP /IP, DNS / DHCP, Wireshark, WinSCP, Cisco Firewall, UTM,

Security: SIEM, Wazuh, Proofpoint, DLP, Data backup and recovery, System hardening, policy creation, EDR, CrowdStrike, Network segmentation, SSH encryption, Asset & patch management, risk analysis

Business Skills

Technical Leadership, Project Management, Junior Mentorship, Agile Methodologies, Managed Services, Business Alignments, Prioritization, Change Management implementation, IT Process improvement, SDLC, effective communication, requirement gathering (SOW), stakeholder engagement, Capacity planning, Day-to-Day Operations, Excel data, cost-benefit analysis, RFP & RFQ, network & infrastructure diagramming, GRC, vendor management, Gap analysis, root cause analysis, GenAI use cases for data analysis, building SOP, SLA and KPI compliance, and metric analysis,

WORK EXPERIENCE

Mid-Sized MSSP • Lehi, UT • Full-time • Hybrid.

Chicago, IL

Integration Engineer & Cyber Security Analyst reporting to COO

Jan 2022 - Jul 2025

- Aligned technical solutions with business goals with high-level stakeholders across a healthcare org..
- Implemented POCs, streamlined workflows, and third-party integrations, resulting in a remarkable 40% increase in project efficiency and a 30% reduction in deployment time.
- Designed and implemented new cybersecurity policies, GPO frameworks, and standardized documentation across multiple departments
- Led a team of five Junior IT professionals in a high-paced environment, training techs in domains such as AD, Database, system administration, application support, cloud and edge cases
- Led an ESXi/SAN infrastructure modernization effort, improving system uptime by 40% and lifting Uptime to 99.999% and successfully delivered three major Infrastructure upgrades on schedule.
- As a system engineer and integrator, I led our hospital's efforts for vendor engagements and new application deployments, ensuring seamless integration of third-party solutions.
- Reverse engineered protocols, application processes, file management, System administration, hardened systems and modernized infrastructure, documenting and implementing recommendations
- Took engineering stats from Vcenter, server data, and metrics, to develop solutions for resources and capacity planning projects, and to build out robust infrastructure.

Mid-Sized MSP · Hoffman Estates, IL · Full-time · Remote.

Lake County, IL

Senior System Engineer reporting to VP of Technology

Sep 2020 - Jan 2022

- Supported multi-industry clients across healthcare, finance, and manufacturing, managing 500+ endpoints and servers.
- Engineered RMM automation and documentation standards, reducing ticket resolution time by 50%.
- Delivered high-value infrastructure projects—Active Directory, server configurations, and network appliance deployments.
- Lead technical contact for key accounts, driving client satisfaction scores up by 35%.
- Designed and implemented maintenance schedules that improved system availability by 99%.
- Tested and evaluated enterprise software solutions (ERP, MDM, ticketing), leading to more efficient service delivery.

Small MSP · Chicago, IL · Contract · On-site.

Chicago, IL

Senior Field Service Engineer, Lead

Sep 2019 - Mar 2020

- Delivered large-scale VOIP and VDI deployments across financial and insurance sectors, meeting 100% of project deadlines.
- Diagnosed and resolved critical infrastructure issues during incident response, maintaining near-perfect system uptime.
- Acted as project lead for onsite NOC, COLO cage, and data center implementations.
- Trained and mentored junior engineers, standardizing troubleshooting procedures and improving field efficiency.
- Partnered with PM teams to scope, plan, and execute deployments while ensuring compliance.
- Streamlined expense and liability tracking processes, cutting administrative overhead by 25%.

Mid-Sized MSP · Chicago, IL · Full-time Contract · On-site.

Northern Illinois Region

Sr. Electronic Hardware Service Tech

May 2018 - Nov 2018

- Delivered and maintained Linux-based POS systems statewide, recognized as top-performing technician in a 10-person team.
- Diagnosed and repaired software/hardware issues, improving client uptime by 30%.
- Engineered device reflashing process to restore ARM-based terminals, saving \$50K+ in replacement costs.
- Performed on-site installations and support for cellular antenna and satellite terminal systems.
- Documented repair and RMA processes, improving turnaround time by 20%.
- Provided proactive maintenance schedules and client communication to increase operational reliability 25%.

E-Learning Firm · Chicago, IL · Contract · On-site.

Chicago, IL

Software Installation Field Technician

July 2018 - Sep 2019

- Bilingual English/Spanish technical support
- **Learning Management System software which was SaaS based**
- Responsibilities entails the initial setup on Macs, pc and chrome books. Tablets if necessary
- **Coordinated with a main office to get proper licensing**
- This is a freelance contract across the Chicagoland area Built reusable and modular UI components.

Technology Consulting Firm · Chicago, IL · Contract · On-site. Rosemont, IL

Project Coordinator II - Consultant

Nov 2017 - Sept 2018

- Organization, operation & project coordinator duties.
- Performed comparative analysis of vendors & products, by requesting & evaluating product demos
- Integration technologies to accelerate workflow such as API's
- Interviewed candidates for highly technical positions: Big Data, Neuro-imaging, staff & R/D engineers, scientists, executive positions
- Tailored marketing materials & implemented HTML/CSS layouts & templates to more efficiently analyze applicant submissions while managing the company website

Mid-Sized MSP · Wauconda, IL · Full-time · On-site.

Wauconda, IL

Business Operations - Lead Technician - Sales

Jul 2012 - Mar 2018

- Advanced from L1 Helpdesk to Lead Technician, supporting 3000+ POS clients and managing OS migrations across multiple environments.
- Directed SQL database administration, PCI compliance updates, and POS troubleshooting for enterprise clients.
- Spearheaded a full website redevelopment in HTML/CSS, modernizing company web presence and boosting client engagement.
- Coordinated software QA and version control processes, reducing release-related bugs by 40%.
- Provided direct technical sales support, improving customer retention and product adoption.
- Developed automation scripts and system tools to streamline internal technical workflows.
- Collaborated with back-end developers, designers, and product owners to constantly improve the customer experience within our app.
- Integrated secure payment gateway, enabling seamless transactions between buyers and sellers.

PROJECTS

- **Linear Programming 2021-2024**
- **Format: Excel**
- Created a spreadsheet with various formulas to calculate the distribution of classes to stay within the allowed limit, without requiring a petition to the registrar. Organized by double major, minor, semester, classes required, & credits earned: This allowed me to visualize & plan each semester.
- **High Performance Computing Aug 2023**
- **Format: Email & Vendor Engagement Meeting**
- There was an issue within our HL7 Interface engine, & the source of the issue appeared to be related to some bad input. Initially, the clinical application team thought the data was not the issue, & that hardware was failing. I had sufficient knowledge about Parallel Programming to describe how the Omega configuration was causing the data flow to seize up certain interfaces along the data's route. When tracing, it was confirmed by the vendor application team.
- **Internship- Project Managing ESXi Infrastructure Live Migration Jun 2023**
- **Format: Microsoft Project**
- I requested more responsibility, & for a special project to complete an Internship Requirement. By day I'd be a hands-on engineer & cover my regular duties. However, at night I would research, coordinate, & draft the flow of activities, milestones, and deliverables for each step of the way. This was my company's largest and most critical project at the time. This activity required a wide tools set, from csv to project management software, coordinating with stakeholders, cross-functional communication, 3 phases, the implementation of a Change Request Board committee & related processes. **Social Engineering, Marketing & Organization Behavior May 2022**
- **Format: Tailored email**
- Was tasked to run a PoC early on in my role to test run a Citrix migration test. The initial ask from client management was ignored. I reframed the message & sent it to department managers so to emphasize that they have "been selected" to evaluate the latest and greatest platform, creating a sense of exclusivity. Buy-in rose 80%
- **Business Process Management Theory Oct 2022**
- **Format: Excel, Word, Process maps**
- Used BPM theory to organize, draft, and communicate process-related changes. Additionally, I have used BPM to collect BOM & for differential analysis of products, & also to communicate allocating resources for capacity planning.
- **OS Programming and VirtualBox Configuration Jan 2022**
- **Format: VDMK**
- Created a VirtualBox image of OSx, by downloading the installer, modifying VM configuration strings for an ultra-specific configuration, to allow future technicians without any apple hardware to test & assist users in troubleshooting basics

CERTIFICATIONS & ASSOCIATIONS

- CompTIA A+
- CompTIA Sec+
- ISSA Student Initiative member
- BurbSec - an informal Cybersecurity meetup group
- Raices Chicago ORG

EDUCATION

University of Illinois Springfield Springfield, IL
Bachelor of Science July 2024

Dual Major in **Management of Information Systems & Information Systems Security**;

Minor in Computer Science;

Cumulative GPA: 3.5/4.0;

Relevant Coursework: (Data / Operations / Financial / Business Process / Project) +
Management , Business Analytics, Software Engineering; Operating Systems; HPC, Networking,
Cybersecurity, IoT, Cloud, Java

College of Lake County Grayslake, IL
Associates in Applied Science & Associates in Arts Pre-med, Biochemistry. July 2012
Coursework in Psychology, Physical Sciences, Social Sciences, Statistics, and Creative Writing

REFERENCES

AVAILABLE UPON REQUEST
