



WORK EXPERIENCE

Large MSP Acquisition
Systems Engineer II

Rancho Cucamonga, CA
Oct 2022 – Present

- Provide remote support for VMware, Hyper-V, Azure AD, and Microsoft 365 environments.
- Troubleshoot and configure firewalls, VPNs, wireless APs, and network devices.
- Troubleshooting and resolving issues with Customer line-of-business (LOB) applications and common applications like web browsers and Microsoft Office, Adobe, Autocad, AutoDesk, Quickbooks, Sage.
- Utilize RMM tools for proactive monitoring and ticket management.
- Create and maintain documentation (network diagrams, rack layouts, how to guides).
- Perform advanced diagnostics using firewall reports and traffic analysis tools.
- Identify recurring issues and initiate problem tickets for them
- Engage vendors, 3rd parties, and client subject matter experts (SME) as needed during the troubleshooting process
- Participate in rotating on-call after-hours support for escalated issues.

Large MSP Acquisition
Onsite Systems/ Network Engineer

Rancho Cucamonga, CA
Dec 2016 – Oct 2022

- Provided in-person IT support for Windows environments, device deployment, and end-user troubleshooting (including hardware, LOB Applications, Printer, Scanner and other LOB hardware issues).
- Conducted System health checks and scheduled maintenance for networks, servers, and infrastructure.
- Delivered technical documentation and supported site transitions and upgrades.
- Participate in rotating on-call after-hours support for escalated issues.

Hospitality/Resort
Systems Administrator

Pala, CA
May 2006 – Dec 2016

- Administered Windows Servers (2003–2012), establishing/maintaining lab and production VLANs.
 - Automated workflows using PowerShell, Batch, Python, SQL, and other scripting tools.
 - Maintained backup infrastructure using Veeam, NetBackup, and True Image.
 - Provided 24/7 support for critical IT operations and assisted technicians with escalated tasks.
 - Built a full lab environment for testing casino data, Point of Sales, and guest systems.
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EDUCATION G CERTIFICATIONS

A.S. in Computer Science, ITT Technical Institute, San Bernardino, Ca *July 2005*

Barracuda Email Security Certified Specialist, Barracuda Web Security Certified Specialist, WatchGuard Certified System Professional, Auvik Certified Professional

Microsoft Certified: 365 Fundamentals MS-600 (*Expected Q3 2025*)

Microsoft Certified: Microsoft Azure Fundamentals AZ-600 (*Expected Q4 2025*)

Microsoft Certified: Azure Administrator Associate AZ-104 (*Expected Q1 202C*)

Microsoft Certified: Azure Security Engineer Associate AZ-500 (*Expected Q1-Q2 202C*)

SKILL PROFICIENCIES

Operating Systems:

Windows Server 2003–2016, Windows 10, macOS, Linux (with light CLI support)

Virtualization:

VMware ESXi, Hyper-V

Cloud Platforms:

Azure Active Directory, Microsoft 365, Google Workspace

Networking:

VPN, Firewalls (WatchGuard, Sophos, Meraki), Wireless APs (Xirrus, Ubiquiti, Meraki)

Scripting Languages:

PowerShell, Python, Batch, VBS, HTML, PHP, SQL

Backup Solutions:

Veeam, NetBackup, Acronis True Image

Software and Applications:

MS Office, Adobe Products, AutoCad Products, Financial Software (Quickbooks, Sage 200, Sage 300; backend support/troubleshooting)

RMM G Documentation Tools:

ConnectWise PSA, IT Glue, Auvik, N-Central, Microsoft VSA, MaaS360, Action1

PROFESSIONAL PROFICIENCIES

Strong analytical and problem-solving skills, Excellent communication and customer service, Proactive, self-motivated, and adaptable, Effective time and project management, Experienced in cross-departmental collaboration, Detailed documentation and knowledge sharing, Service orientation, Windows, Linux (Desktop Support, and light CLI) and Mac support, Log analysis, Technical documentation, Reporting, Critical thinking, Teamwork, Process improvement