
RELEVANT EXPERIENCE

Mid-sized MSP

New York City, NY

Systems Engineer

Apr 2022-Present

- Ensured high-security readiness by partnering with the White House Communications team to implement and enforce advanced safety protocols during official visits from First Lady Jill Biden and Vice President Kamala Harris; achieved zero security incidents during high-profile events.
- Led end-to-end system deployments across PMS, POS, and payment processing platforms, coordinating vendors and internal teams to minimize operational downtime and ensure seamless transitions—maintaining 99.9% uptime during critical business hours.
- Provided expert technical support via phone, email, and live chat, resolving Tier 1–3 issues across hardware, software, and network systems; consistently met or exceeded SLAs, with a first-contact resolution rate above 85%.
- Supported C-level leadership with complex and time-sensitive technological needs, often working outside standard hours to ensure uninterrupted productivity for executive operations.
- Designed and implemented enterprise mobility policies using Apple Business Manager, MaaS360, and Microsoft Intune. Streamlined Apple device enrollment workflows, reducing deployment time by 60% and improving end-user satisfaction.
- Improved IT efficiency by proactively identifying and addressing infrastructure bottlenecks, resulting in faster onboarding for new employees and a 30% decrease in help desk tickets related to device setup.

ADDITIONAL EXPERIENCE

Manufacturing

Mineola, NY

Aerospace Mechanic

May 2017-Mar 2022

- Managed critical inventory systems for aircraft parts and supplies, ensuring optimal stock levels to support uninterrupted operations and reduce downtime across multiple aerospace manufacturing lines.
- Oversaw precision machining processes including Hydrojet cutting and AutoCAD-guided fabrication, ensuring hardware completion aligned with tight aerospace tolerances and safety standards.
- Performed heat treatment operations on diverse aerospace components using industrial-grade furnaces, applying metallurgical standards to enhance material strength, durability, and compliance.
- Collaborated with leading aerospace contractors—including Sikorsky, Northrop Grumman, GE, Boeing, the U.S. Navy, and DoD subcontractors—to produce and interpret detailed blueprints, ensuring accurate part fabrication.
- Operated high-pressure hydraulic systems including hydro presses to form and shape aircraft components to spec, adhering to strict quality and safety guidelines.
- Led chemical etching processes to mark, prep, or finish aerospace components as part of multi-phase manufacturing workflows, ensuring all materials met required specifications and regulatory standards.

SKILLS

Technical Skills: Networking, Network Configuration, Hardware Installation & Maintenance, Software Deployment & Installation, Technical Troubleshooting

Support & Operations: Customer Support, Problem Solving, Documentation, Cross-Functional Team Collaboration

Languages: English (Fluent), Spanish (Fluent), Italian (Conversational)

EDUCATION

Nassau County Community College, Garden City, NY (2014-2016)

Associates, Liberal Arts.

Columbia University Cyber Security Boot Camp, Manhattan, NY (2021-2022)

References Available Upon Request