



WORK EXPERIENCE

Entertainment Company

July 2018 – June 2019

Attractions Cast Member for Indiana Jones Adventure

Anaheim, CA

- Ensure the safety of our guests and fellow co-workers.
- Show courtesy in all situations and environments.
- Bring the “Disneyland Magic” of show to our guests to create an immersive experience.
- Operate the attraction in an efficient manner while maintaining the previous elements.

Small MSP

August 2020 – August 2025

Technical Support Engineer

Irvine, CA

- Actively engaging with and listening to individuals; quickly discern relevant technical and business issues; communicating decisions and solutions in an easy-to-understand manner
- Ownership of resolving issues with Office, Adobe, AutoCAD, VoIP and client-specific apps; networking and peripherals
- Windows Active Directory; Microsoft 365, Azure and Intune; Google Workspace, network (Meraki and Fortinet) administration for multiple clients
- Managed inventory and deployment of Windows, MacOS and iOS devices, both remotely and in-person
- Maintained internal documentation across multiple clients
- Informing clients of relevant choices for hardware procurement for their specific use case and budget

EDUCATION

Mount San Antonio College

2018 – 2020

Undergraduate in Computer Science

Walnut, CA

- 3.83/4.00 GPA.

Western Governors University

August 2025 - Present

Bachelors in Cloud Computing

Remote

SKILLS & INTERESTS

- **Skills:** Active Directory, M365 and Google Workspace admin; ConnectWise Manage and Automate, NinjaRMM; active listening; clear communication appropriate for the relevant listener; strong collaborator and individual accountability
- **Interests:** Meeting new people; automotive racing and culture; playing *iRacing*, *League of Legends*, *MapleStory*; coffee brewing; hiking; photography; *Fred Again..*, *Laufey*, *Good Kid* and other artists