
Professional Summary

Dedicated IT professional with over 10 years of experience in system administration, desktop support, and IT infrastructure management. Skilled in troubleshooting, network configuration, compliance, and end-user support across diverse industries. Proven ability to lead IT projects, automate operations, and manage remote and in-house teams. Adept at enhancing system performance, supporting business continuity, and maintaining regulatory compliance in fast-paced environment.

Work Experience

Team Lead, Systems Administrator

MSP-Dental – San Antonio, TX

December 2020 – April 2025

- Lead IT operations for 200+ dental offices nationwide under an MSP model, delivering full-spectrum infrastructure support.
 - Configure routers, VPNs, static IPs, and VLANs using Cisco and UniFi technologies for secure connectivity.
 - Troubleshoot servers, networks, and user systems, improving uptime and service reliability.
 - Develop onboarding workflows and create internal documentation to support scalable operations.
 - Design disaster recovery plans and maintain backup systems for business continuity.
 - Ensure HIPAA and PCI compliance through audits and remediation efforts.
 - Administer dental-specific software (Open Dental, Dentrix, Dexis, XDR, etc.) across client environments.
 - Collaborate with network engineers on server integration and data center security.
 - Automate administrative tasks using scripts and tools to optimize efficiency.
 - Manage Active Directory, Group Policy, VPN access, and enterprise print systems.
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System & Network Administrator – Consultant

San Antonio, TX

February 2015 – December 2020

- Provided IT consulting across healthcare, media, and tech sectors, supporting desktop, system, and network operations.
 - Led a 1,000+ user migration to Citrix Thin Kiosk and transitioned enterprise systems from on-prem Exchange to Office 365.
 - Supported hybrid and remote environments by configuring VPNs and managing O365/AD accounts.
 - Resolved service tickets via helpdesk systems, maintaining SLAs and user satisfaction.
 - Created documentation and training materials to support end users and internal teams.
 - Updated IT knowledge bases and improved team workflows through process refinement.
 - Delivered remote and onsite desktop support, network troubleshooting, and hardware setup.
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Lead Network Administrator

BDR Company – San Antonio, TX

August 2012 – February 2015

- Managed a team of 8 Tier 1 technicians, overseeing daily support operations and ensuring service quality.
- Maintained server room infrastructure and resolved storage/network issues to optimize uptime.
- Deployed and supported Cisco VoIP phones and AV systems across the organization.
- Used SCCM to image devices and streamline device rollouts.
- Administered Active Directory, handling user accounts, distribution lists, and shared mailboxes.
- Supported Office 365 migrations and VPN implementations for remote access.
- Provided remote desktop support to end users, reducing resolution times and improving productivity.

Education

Associate of Arts in Business Administration

St. Philip's College – San Antonio, TX

August 2013 – December 2017

Skills

- System & Network Administration: Windows Server (10, Server), Linux, macOS, Active Directory, DHCP, DNS, TCP/IP, VPN, VLAN, Citrix, VMware, Hyper-V, Unifi, Cisco
- Cloud & Virtualization: Microsoft Azure, AWS, Google Workspace, VMware, Hyper-V
- Security & Compliance: HIPAA Compliance, PCI DSS Support, Multi-Factor Authentication (MFA), Cybersecurity Awareness & User Training, Security Best Practices (Hardening, Patching, Least Privilege), Antivirus & Endpoint Protection Solutions, Firewall and Network Access Control, PCI Scan Support
- IT Support & Tools: ServiceNow, Zendesk, Jira, Other Ticketing Systems, Incident & Problem Management, Remote Desktop Tools (RDP, AnyDesk, TeamViewer), Desktop Imaging & Deployment Tools (SCCM, MDT, WDS), Monitoring Tools (Nagios, Zabbix, PRTG, SolarWinds)
- Software & Application Management: Microsoft Exchange, O365, Citrix, VoIP, Software Troubleshooting
- Project Management & Collaboration: ITIL Foundation Knowledge, Project Management Support, Documentation & Knowledge Base Creation, Cross-functional Team Collaboration, Training & Mentoring Junior Staff
- Communication & Customer Service: Strong Communication, Customer Support, Adaptability in Fast-Paced Environments