

## EDUCATION

NEW YORK CITY COLLEGE OF  
TECHNOLOGY  
BTECH, Computer Engineering  
2021

### Certifications

AZ104  
MS900  
Security+

## SKILLS

- **Cloud & Identity Management:** Microsoft Azure, Microsoft Entra ID (Azure AD), Okta, M365
- **System Administration:** Windows Server, macOS, Microsoft 365, Active Directory\*
- **Device & Endpoint Management:** NinjaOne, ConnectWise, Kaseya, Jamf Pro, Apple Business Manager\*
- **Network Infrastructure:** Cisco Firewalls, Switches, VPN, NAS
- **IT Support & Ticketing Systems:** Jira, Salesforce, ServiceNow
- **Security & Compliance:** Identity and Access Management (IAM), Endpoint Security, Data Protection\*

## IT SPECIALIST

Experienced IT professional with over 10 years of helping clients tackle tough tech challenges across different industries. Known for breaking down complex problems and coming up with practical, cost-effective solutions that work. Comfortable managing projects, leading teams, and working directly with clients to understand their needs. Skilled in handling cloud projects, streamlining systems, and improving IT infrastructures to boost performance.

## EXPERIENCE

### SENIOR SYSTEM ANALYST

November 2016 Present

mid-size MSP

- **Growth Through Dedication:** Progressed from Intern to Entry-Level System Analyst to Senior System Analyst, demonstrating consistent performance, technical expertise, and a commitment to excellence.
- **Issue Resolution Expert:** Diagnosed and resolved complex hardware and software issues, ensuring minimal disruption to client operations and maintaining high customer satisfaction levels.
- **Efficient Technical Workflow:** Managed and resolved technical issues using industry-standard ticketing systems, including Jira, Salesforce, and ServiceNow, achieving timely resolutions and consistently meeting SLAs.
- **Network Infrastructure Management:** Configured and deployed Cisco network infrastructure, including firewalls, switches, and NAS, enhancing system reliability and scalability.
- **Cloud & Identity Management:** Administered Microsoft Entra ID (Azure AD) for secure access management.
- **Role-Based Access Control & IAM:** Implemented and managed role-based access controls (RBAC) and Identity and Access Management (IAM) strategies to enhance security and compliance.
- **Leadership and Mentorship:** Mentored junior team members, fostering skill development and knowledge sharing to build a stronger, more capable team.
- **Client-Centric Support:** Delivered on-site and remote technical support for clients in the finance, healthcare, and architectural industries, resolving issues promptly and professionally.

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## IT ENGINEER

March 2021 – April 2022

- **Office Relocation Project Lead:** Successfully oversaw the IT infrastructure setup for a new office, including:
  - Coordinating the installation of the network and connecting the fiber handoff to core switches.
  - Trunking switches to build a robust, scalable network infrastructure.
  - Managing end-user onboarding and access to the new office, ensuring a smooth transition for all employees.
- **Level 2 Support Expertise:** Delivered onsite and remote Level 2 support for all end-users, including C-suite executives, resolving technical issues efficiently while maintaining professionalism and confidentiality.
- **Identity & Access Management:** Administered Okta for Single Sign-On (SSO) and access security.

## DATA SECURITY INTERN Non-Profit

December 2020 – March 2021

- **User Account and File Share Management:** Worked closely with the Data Security Administrator to manage user accounts and file shares on the ACS network, ensuring secure and efficient access control.
- **Project Collaboration:** Took ownership of special projects assigned by BackOffice team members, demonstrating adaptability and a proactive approach to team goals.
- **ServiceDesk Task Management:** Efficiently completed tasks assigned through the ServiceDesk ticketing system, consistently meeting deadlines and maintaining high service standards.
- **Client Communication:** Engaged with internal ACS clients to resolve IT security-related service requests, providing clear, professional support and enhancing user satisfaction.

## Hobbies and Interests

- **Traveling:** Exploring new places and cultures to broaden perspectives.
- **Automotive Restoration:** Passionate about working on old cars, including restoring and maintaining my 2004 Honda.
- **Electrical Projects:** Enjoy designing and building small electrical setups and tinkering with new technologies.
- **Video Game Streaming:** Stream gameplay to connect with gaming communities and share creative content.
- **Baseball Enthusiast:** Die-hard New York Mets fan, avid follower of the MLB, and active participant in local sports events.