

## PROFESSIONAL SUMMARY

Systems Engineer with 15+ years experience at [REDACTED] (formerly [REDACTED] Communications), specializing in enhancing system performance, reliability and security through innovative solutions. With a recent focus on virtualization, clustering, and cloud services across various system environments. Strong troubleshooting abilities, cross-functional collaboration, and a continuous drive to deliver a better service through automation and optimization of processes. Over a decade of experience as a member of the Information Security Team, contributing to successful SOC 2 TYPE II audits and achieving Hitrust certification. Committed to exceeding expectations and aligning technology with organizational objectives.

## WORK HISTORY

### Small MSP - Systems Engineer

Irvine, CA • 2022 - 2025

- Install, migrate, deploy, maintain systems aiming for optimal performance.
- Deployed, maintained, provided user support for HCI Windows clusters for on prem VDI farms.
- Performed application and system patching, assessed security patches/vulnerabilities prior remediation.
- Coordinated with customers and team members when performing scheduled maintenance, patch management, and emergency maintenance while adhering to SLAs.
- Evaluated new tools and technologies for integration into existing infrastructure and customer environments.
- Facilitated seamless and scheduled migrations to cloud-based solutions, enhancing scalability and access.
- Created documentation on trouble-shooting and processes to guide support teams.
- Participated as part of the Development Team for code deployments, troubleshooting, and resource allocation.
- Deployed and maintained inhouse and customer applications.

### Same MSP above

#### Information Security Team Member - Compliance

Irvine, CA • 2008 - 2025

- Worked in a team to produce satisfactory results year after year with SOC 2 Type II audits and the technical side of Hitrust compliance.
- Managed recurring audit controls and gathered evidence to provide to auditors.
- Enhanced network security by implementing authentication and encryption across all company and customer networks.
- Performed remediation when applicable after vulnerability assessments.
- Improved security posture with deployment of tools such as crowdstrike, falcon, anti-virus and appliance firewalls.
- Supported customers with SOC 2 TYPE 2, and PCI compliance.
- Improved Change Management procedures.

## SKILLS

- Teamwork and collaboration
- IAC with Terraform (learning), Azure CLI with Docker Desktop and Azure cloud non-production environment.
- Cloud services (IAAS)
- Cloud/Virtualization: Amazon AWS (some), Oracle Cloud, on prem/hybrid clusters, Cloudstack, Citrix Xen server, VMWare/VCSA, Proxmox, HCI hyper-v
- High Availability: Fortinet, Windows replication, DRBD, MySQL, VEEAM, and HAProxy
- System migration: v2v, p2v, v2p, p2p
- Network configuration and administration: NinjaOne (RMM), Switches, Routers, VLANs, Juniper, Cisco, Foundry, Brocade, Dell, Load balancing, and Fortinet.
- Active/Passive monitoring: Zabbix, Nagios, Solarwinds, and NOCWare
- Network security and firewalls: Fortinet, Cisco, Sonicwall, SSL and IPSEC VPN, and OS based Firewall.
- Documentation: Infosec policies, DR/BC policies, SOPs, and technical guides.
- Compliance: AT101 Cybersecurity framework, PCI, Hitrust, SOC 2 Type

2 Auditing, Disaster Recovery and Business Continuity.

- Scripting: bash, shell, PHP, Python, Powershell, and IAC Terraform.
- Development and Programming: Knowledge of C, C++, Java, PHP, Gitlab, CVS, SVN and web
- Microsoft Office tools: Planner, Word, Excel, PowerPoint, Office365, and Teams
- Applications: Nginx, Apache, Microsoft Office365, and MySQL.
- Logical security: Active Directory, Penetration testing and vulnerability scanning, nessus, nmap, tcpdump, Wireshark, wireless networks, Backtrack/Kali, Opensiem, OpenVAS, Baseline OS templates, crowdstrike and Falcon
- Physical security: Handnet, Biometric systems, Symmetry, CCTV surveillance, and Proximity badge systems
- Containerization: kubernetes (limited)
- Operating systems: Windows 11, Unix, FreeBSD, OpenBSD, Debian, Fedora, Kali, Ubuntu, Centos/Rocky, Redhat, Windows Server Core and GUI Data Center/ Standard
- Storage systems: ISCSI, NFS, Dell MD series, JBOD, Ceph Cluster, Dell Isilon, Dell Powerscale, Dell Powervault, Hitachi HDS
- Backup and Replication: Veritas Netbackup, BackupPC, Veeam, Carbonite, Windows Failover Cluster, Rancid, and rsync

- Designed and implemented backup strategies and DR/BC environments, safeguarding critical data against loss.
- Contributed with creating initial policy drafts to fulfill compliance requirements.
- Developed a strong understanding of compliance frameworks by analyzing and refining policy language to meet regulatory requirements

#### **Communications - Linux/Network Administrator**

*Los Angeles, CA • 2008 - 2021*

- Under the direction of network and system engineers, applied configurations to Cisco and Juniper network devices with layer 2 and layer 3 configurations. Configured applications and maintained databases.
- Configured/maintained SWIP records and IPAM management for several /20 and /18 public IP allocations.
- Communicated with service providers to troubleshoot and ensure handoffs were completed adhering to customer SLAs.
- Implemented monitoring of network devices using snmp protocol.
- Created documentation and basic diagrams of infrastructure for internal and compliance needs.
- Configured firewalls to facilitate company and customer needs.
- Managed backup configurations of network devices using Rancid.
- Deployed and Managed critical system backups and DR

#### **Communications - NOC IT Support**

*Los Angeles, CA • 2006 - 2008*

- Provided phone and ticket support to colocation customers.
- Performed rack and stack, operating system builds as directed.
- Monitored critical systems and responded to alerts, escalating when necessary.

## **EDUCATION**

### **Irvine Valley College**

Irvine, CA

#### ***Associate Of Arts And Sciences:***

Computer Science with emphasis in Programming

(Requirements completed, pending application)

#### ***Certificate Of Technical Studies:***

Network Administration LAN (Cisco)

(Requirements completed, pending application)