

SUMMARY

U.S. Army Veteran with over 10 years of computer experience with certifications in A+, Security+, Network+, and Linux+, As well as training, knowledge in CCNA, AWS, Azure (EntraID), software, hardware, networking, operating systems, and security applications.

EXPERIENCE

Large MSP

August 2019 – October 2025

Systems Administrator – Austin, TX

- Answered telephone calls and triaged service tickets.
- Worked as Escalation point for Help Desk Levels I and II
- Participated and assisted in project work.
- Conducted site takeover of new properties, onboarding all network equipment
- Diagnosed and resolved computer, server, and network malfunctions.
- Maintained and updated site, network, technical, and end-user support documentation for all clients.
- Troubleshoot Netgate (PFsense), Fortinet, Meraki, Watchguard firewalls.
- Maintained and exceeded billable utilization goals.
- Provided support for Microsoft, Apple, Cisco, RDS, Hyper-V, VMWare, Windows Server, Azure (EntraID), AWS, Gsuite, VPN, and Office 365 technologies. To name a few.
- LabTech/ConnectWise experience.
- Accounted for 100% of time by utilizing time entries on service tickets.

Restaurant

September 2016 – August 2019

Bartender - Killeen, TX

Compliance and Clinical Services

December 2015 – June 2016

Executive Administrative Assistant - Austin, TX

- Completed a broad variety of administrative tasks for all Executives, including managing an extremely active calendar of appointments, completing expense reports, composing and preparing correspondence that is sometimes confidential
- Organized and oversaw internship programs.
- Managed and processed Payroll

U.S. ARMY

November 2007 – November 2015

Systems Analyst - Fort Hood, Texas

- Directed the implementation and development of a 30-node network and system worth.
- Established and administrated multiple information systems to communicate over a secured wired and wireless network
- Directed the implementation of new hardware and software installation during transition period within the company.
- Provided care and maintenance for a mobile computer operation center with 120 internal customers.
- Created and maintained firing information database that allowed for 100% completion of training missions.
- Expert data entry skills and attention to detail allowed for the inputting of information into the Tactical Data System allowing for the firing of over 1,000 rounds without safety incident.

EDUCATION

CyberTex Institute of Technology – Killeen, TX Network Engineering 2018

Successful implementation, administration, and maintenance of the most advanced Microsoft Windows desktop platform and Microsoft server products. Also learned how to maintain, install and manage network security. (A+, Security+, MCSA, MCTS, Linux+, Network+)

Vista College - Killeen, TX. AAS Information Technology May 2018 - Nov 2019

Implementation, administration, maintenance, and troubleshooting of most operating systems, as well as server administration, and CISCO Routing and Switching. (A+, Network+, Security+, Microsoft Server, CCNA)

CERTIFICATIONS

A+

Linux+

Network+

Fortinet Network Security Expert Level 1-3

Security +