

Edward Martinez

Professional Summary

Dynamic IT professional with 8 years of experience in system administration and support. Proven record troubleshooting server, network, and cloud issues, managing Microsoft 365 and Azure environments while ensuring system reliability and optimal performance.

Work Experience

Systems Engineer 2

VC3-Remote

August 2022 to Present

- Diagnosed and resolved advanced server, networking, and cloud service issues using ticketing systems and RMM tools for multiple clients.
- Provided top-tier escalation support, troubleshooting complex technical issues and ensuring minimal downtime for client environments.
- Administered and configured Microsoft 365, Azure, and Exchange environments, supporting mailbox management and cloud service integration.
- Oversaw Active Directory, DNS, DHCP, and Group Policy management, ensuring secure and efficient IT infrastructure operations.
- Collaborated with vendors to coordinate solutions for escalated issues, optimizing system performance and service delivery.
- Managed documentation for IT processes, system configurations, and troubleshooting procedures to support knowledge sharing and compliance.
- Delivered exceptional customer service, maintaining strong client relationships and high satisfaction rates.

Service Desk Technician 2

Valeo Networks-San Fernando, CA

August 2019 to April 2022

- Provided advanced IT support and escalation services for the City of San Fernando and San Fernando Police Department, ensuring operational continuity.
- Managed and maintained over 220 workstations and 20 servers, supporting system reliability and performance.
- Led and executed IT projects, including workstation refreshes, network upgrades, and technology implementations for public safety operations.
- Administered Active Directory, DNS, DHCP, and Group Policy, supporting secure and efficient IT operations.
- Utilized ticketing systems and RMM tools to resolve technical issues and minimize downtime for end users.
- Coordinated with vendors for seamless integration of IT services and products, enhancing system performance.
- Maintained comprehensive documentation for IT processes and troubleshooting procedures to support compliance and knowledge transfer.

Service Desk Technician 2

SaalexIT Solutions-San Fernando, CA

December 2018 to August 2019

- Supported daily IT operations for the City of San Fernando and San Fernando Police Department, ensuring reliable technology services.
- Maintained detailed documentation of IT processes, system configurations, and troubleshooting procedures for team and client use.
- Delivered high-quality customer service, contributing to strong client relationships and satisfaction.

IT Systems Administrator

Martinez Communications-Sylmar, CA
August 2015 to Present (Part-Time)

- Managed IT infrastructure, including network configurations, server maintenance, and hardware deployments for multiple client environments.
- Designed and implemented network engineering solutions, supporting robust and scalable infrastructure for organizational needs.
- Administered Microsoft 365, Azure, and Exchange environments, ensuring secure and reliable cloud and on-premises services.
- Executed structured cabling projects, optimizing connectivity and network performance for dealership and enterprise clients.

Education

Science in Computer Information Systems (Associate of Applied)

California Institute of Arts and Technology-San Diego, CA
June 2018 to October 2020

Certifications and Licenses

Microsoft Certified: Azure Fundamentals