

## Objective

To continue to develop my skills as a knowledgeable resource and to use that broad skill set in a meaningful and effective manner.

## Education

- Wauconda high School - Class of '08
- College of Lake County - Associates of Science Class of '12

## Awards and Certificates

- Associates Degree in Applied Science (A.A.S), Associates Degree in Arts (A.A.)
- MIS BS , CS BS(In progress)
- Phi Theta Kappa honors
- Certificate for G.P.A above 3.0 (at 3.4)
- A+ Certification

## Work Experience

- *Data, Storage, & Network, Inc. DSN (Sept '20- Jan '22)* [dsngroup.net](https://www.dsngroup.net)
  - *Position:* System Engineer
  - Managed Service Provider in various industries,
  - Will do about 40% help desk, 30% primary point of contact for a given business, 20% special projects, 10% internal documentation
  - Primarily dealing in windows environments, but considered a Mac "Expert"
  - Environments: AD & server sysadmin, Veeam, OSX, iOS, Networking, firebox, spam filtering, VPN, provider Email management, exchange, M365 administration, QuickBooks, Remote Desktop Services and 3<sup>rd</sup> party alternatives, onboarding, integrations, device deployments from 1-100's at a time
  - Tools: RMM, ticketing systems, Windows built in tools, Azure reports, Message trace, Google Admin Console, All around Application support
  - Application support due diligence: SQL cleanup, Setting and Config SME, typically first to reach out to vendors, intelligence gathering, root cause analysis.
  - Notable contribution: The unique contribution I'm most proud of is my attention to following and standardizing support processes, and thorough ticket documentation, such as properly assigning titles and resolution steps, which has decreased resolution time by at least 50 percent in cases of repeat scenarios encountered. This also includes taking the initiative of documenting and executing biweekly preventive maintenance schedules
- *DrTec (Sept '19- Jan '21)* [Drtec.net](https://www.drtec.net)
  - *Position:* Field Service Tech
  - Lead technician on some projects with Terminal and end user Workstation Deployments
  - Assisted in several projects ranging from VDI & VOIP deployments, Secure imaging and Wipes, Site Surveying, IMAC, COLO-Cage tasks
  - Flexible hours, including overnight and weekend projects
  - Problem solving scope typically included not only understanding the technology being used, but navigating various requirements and interfacing with end users, project coordinators and a wide range of other staff and personnel involved in the support chain
  - Dealt with ultra-secure rooms and circumstances where electronics and phones

were not allowed, in both financial and government properties in Downtown Chicago, Chicago land area.

- Accurate & thorough documentation of deliverables was required and attention to detail a must
  - Notable contribution: I found being a technician that actively searches for solutions, instead of waiting for direction to follow, when possible, allowed me to stand out among a crowd and take advantage of new opportunities
- *K9 Technologies (Summer '19) [k9techllc.com](http://k9techllc.com)*
    - *Position:* Electronic Hardware Service Tech
    - Top delivering technician in my team of 8-10 techs
    - Deliver, install, and maintain retail Linux POS terminals, peripherals and supplies.
    - Diagnose and repair hardware, software, and system issues
    - Provide technical support to customers
    - Use power and hand tools to perform installation operation and maintenance support for satellite terminals and associated antenna systems
    - Maintain accurate records through documenting installations, services, and repairs
    - Report technical status of system with accuracy and completeness
    - Maintain a safe work environment by following safe practices and adhering to safety policies
    - Update and improve job knowledge by participating in educational opportunities and reading technical publications
    - Maintain and report parts, supplies and RMA inventory
    - **Notable Contribution-** I was able to successfully flash(restore) settings on an ARM-Based device, based on prior knowledge of Operation systems and Filesystems. The previous fix for this was to replace the entire hardware of the machine.
- *Orchard learning systems -Installation technician( Oct '18 – Now) [orchardlearn.com](http://orchardlearn.com)*
    - *Bilingual English/Spanish technical support for a learning management system.*
    - *The software is on a SaaS framework.*
    - *I do the initial setup on Macs, pc and chrome books. Tablets if necessary*
    - *This is on a contractor basis*
- *NSG Staffing and Consulting (Nov'17-Sept '18) [nsgjobs.com](http://nsgjobs.com)*
    - *Position:* Project Coordinator II - Consultant
    - I am providing organization and operational support, in addition to my project coordinator duties. This includes working with our current **ATS software** and researching the pros and cons of multiple **vendors**, requesting and evaluating product demos, negotiating prices, and finding exploring various possible solutions. This has become crucial in the last few years as technology has not only become cheaper and more accessible, but also more competitive. I also pursue and monitor new **integration technologies** that accelerate day to day functions which may include API's, internally or externally.
    - I am responsible for creating tailored **marketing materials**, and am currently implementing a html/css layout to print out and improve the efficiency of this process.
    - As the first IT Project Coordinator, I am elucidating the process of multiple daily work flows, so future project coordinators understand the role, and to point out and eliminate process inefficiency.
    - **Notable Contribution-** While conducting interviews to vet candidates for a Senior R/D Engineering position in a Forbes top 20 company, I had the pleasure to casually chat with a spectacularly seasoned veteran regarding biomedical technology that

included the viral delivery of the gene that would trigger the production of a fluorescent protein known as pGlo. I was aware of the advances made in Science that allows scientist the ability to tag certain genes with a fluorescent proteins that glow in other colors, and have performed the transformation procedure myself, but it was compelling to hear the practical application and ingenious delivery methods which have arisen from the field. This particular individual's work involved in not only creating delicate optical sensors and specifying not only the hardware (FPGA-Based) and firmware, but was also involved in sourcing production resources. The most recent product he developed has been used in vivo(live) detection of neurons and other metabolic processes, and has been used or reference in hundreds, perhaps thousands of academic papers across the globe. This organic interview style I present was deemed new and refreshing, and gave the position a certain appeal to the aforementioned candidate

- Global Business Systems (July 2013-Aug' 2021) [smart4me.com](http://smart4me.com)

- *Positions: technician -OPS-SALES-Marketing*

**Independent Software Vendor** company, providing technical solutions for service industry point of sale applications customers nationwide. Being part of a small business has allowed me to wear many hats within the company dealing mostly with B2B Transactions. Dealing directly with a wide range of customers has allowed me to craft my skills in being the person that will make sure our customer satisfaction is guaranteed. I am on a first name basis with hundreds of customers and will be the first and last to contact our customers when dealing with issues.

#### Business Skills

- Ran and serviced POS, & Sales and Marketing software for clients
- **Technical Sales,& level 1 and level 2 tech support** positions
- Shipping/ Receiving, Warehouse inventory & **Contacting vendors**
- **assessing options and explaining them to customers to decide the next course of action,**
- Licensing (e.g. our own software, Microsoft, misc. software),
- I took initiative and charge of the redevelopment of our current website in **HTML** and **CSS**. Currently responsible for **cPanel** management.
- I have been tasked specifically to aid in marketing and am currently conducting market research.
- **Product development feedback collection**
- I am working with our programmers and pushing for a **SaaS** business model to save costs on infrastructure support. To do this, I believe it will be necessary to implement a **DevOps** environment. I am leading this exploratory phase. Time management in this environment is a must.
- **Notable Contribution-** I revamped the old company website to a newer front end design- (Old link is still live [smart4me.com/index.htm](http://smart4me.com/index.htm) )

#### Technical skills

- Electromechanical troubleshooting of hardware, which included photoelectric sensors, calibration sensors, thermal heating elements, inverter boards, EMI shielding
- Point-of-sale and DVR setup, including, but not limited to, troubleshooting
- Backing up and restoring hard drives (Windows DOS, 2000, XP,7,8,8.1,10)
- SQL knowledge
- Quality Assurance, testing configurations **and effectively conveying my finding to**

### programmers

- working with credit card processors and discovering novel solutions to company problems
- **Remote Support, traveling to install components**
- **set-up workstation and client software**
- port forwarding, general networking, and VMware and Some Active Directory experience.

### OTHER

*Technical Consultant- (2006-Current) [ashtontheitguy.com](http://ashtontheitguy.com) (!Important!)*

- I do hardware repair, OS reinstall, troubleshooting, **Image backup/restore**, peripheral install, knowledge and light use of Linux platforms, Cat5 cabling, can and have built PC from scratch for clients
- I love to keep up with technology, and my subsequent interest in it has allowed me to modify my devices' hardware and/or software of, but not limited to routers, **Sony handhelds**, Dell, Toshiba, Emachines, Lenovo, all generation iPhones/iPods, Androids, **Linux** Systems, etc., and I even get paid when I do it for others
- I will often explore technical issue from a curiosity stand point and will often conduct my own projects. (I have gone as far as modifying a kernel to activate a piece of hardware I am fond of in more than on occasion.)

### Skills & Qualities

- **I can diagnose software and hardware issues, through innovative strategies and unique solutions**
- Very fluent in **Spanish** and **English**, and have supported clients in both languages. Also, I am not afraid to look up **technical documentation** for an obscure product, just because it maybe in French, Russian, Korean, Etc.
- Dependable, reliable and possess a friendly demeanor
- I have been called **Creative, Innovative, and Strategic**

### Business Skills

### Technical Skills

### Languages

B2B Communication	Technical Writing	English, Spanish
Initiating Turn-key Operations	Software and Hardware optimization and maintenance.	OS experience includes, android, iOS, Windows, OSX, Several Linux Distros/ Flavors
Checking the status and managing contracts with appropriate businesses	Word, Excel, Access, QuickBooks, CRM, Skype, Cloud solutions, RemoteManagement	.bat, terminal, ACCESS, Structure Query Language (SQL), HTML,CSS

### References

Available upon request