

## Key Qualifications

- Java
- Python
- ActiveDirectory
- Office365
- VMWare
- Exchange
- ServiceNow
- SCCM
- Trilingual
- Linux
- Troubleshooting
- Cisco

## Professional Experience

### Helpdesk - Novo Nordisk

05/2023 – Present

Boulder, Colorado USA

- Serve as the first point of contact for all IT-related inquiries, providing timely and effective technical support via phone, email, or in-person interactions.
- Troubleshoot hardware and software issues, including desktops, laptops, printers, and mobile devices, to diagnose and resolve problems promptly.
- Prioritize and manage helpdesk tickets on time, ensuring accurate documentation and follow-up on all reported incidents.
- Collaborate closely with the IT team to escalate complex issues, coordinate resolutions, and ensure seamless communication and knowledge sharing.
- Assist with setting up, configuring, and deploying computer systems, software, and peripherals for new employees, following established procedures and guidelines.
- Conduct user training and guide the effective use of various technologies and applications.
- Maintain accurate hardware and software inventory records, performing regular audits and updates as necessary.
- Stay up to date with emerging technologies, industry trends, and best practices to enhance knowledge and provide proactive support to end-users.
- Contribute to the development and improvement of IT policies, procedures, and documentation to ensure efficient operations and adherence to security proactive support standards.
- Adhere to service level agreements (SLAs) and strive to achieve high customer satisfaction by delivering quality support services.

### Chapter Administrator - LANFest Colorado / BadLAN Entertainment

08/2016 – Present

Denver, Colorado USA

- Responsible for network setup, maintenance, troubleshooting, and teardown, all within the course of a weekend for an attendance of 500+ people.
- Virtual server creation and administration for various games.
- Virtual reality administrator assisting people with getting into VR.
- Working with both Windows and Linux servers.
- Responsible for all taxes, local laws, and managing staff.
- Responsible for finances.

### Application Security - Xcel Energy

05/2022 – 11/2022

Denver, Colorado USA

- Work with various teams within the company to ensure that the code being developed and deployed is as secure as possible.
- Run, analyze, and report on results of SaaS and DaaS vulnerability scans, reporting findings to appropriate teams and seeking resolution.
- Provide security input to new projects to ensure we are secure from day one.
- Provide application support for various industry-specific software based on the Salesforce platform.
- Design security policies for both iOS and Android apps and propose security enhancements for those platforms.
- Remote support of SolarWinds servers. Responsible for maintenance and subsequent development of security policies

### **IT Security Analyst / Helpdesk - Clovis Oncology**

**02/2020 – 05/2022**

Boulder, Colorado USA

- Work within the company to identify and proactively and reactively ensure that our computer environment remains secure.
- Actively probe the company to determine security posture.
- Implement new security software, hardware, and policies.
- Run monthly patching meetings for both workstations and our servers.
- Seek out and evaluate security products for future or current implementation.
- Troubleshoot and identify issues with scanning our environment and ensure that all machines are getting scanned and patched.
- Working with ManageEngine Ticketing
- Troubleshoot mobile phones running either iOS or Android.
- Develop, maintain, and deploy SCCM images to new and existing laptops
- Remote support of SolarWinds and Windows Server

### **IT Helpdesk - CalFrac Well Services**

**01/2019 – 01/2020**

Denver, Colorado USA

- One of three IT Technicians in the United States.
- Was responsible for hardware support of all US users and software support globally.
- Part of the team working to deploy Windows 10 to be compliant.
- Was responsible for deploying and maintaining US mobile devices.
- Only IT technician in Denver. Was responsible for day-to-day operations as well as conference rooms.
- Introduced a white glove model to our support team and incorporated it into our processes to bring more visibility to the IT team and improve our handling of issues for management.
- Worked with SCCM to develop images for faster reimaging and deployment.
- In charge of building and maintaining ServiceNow and its various modules
- Supporting various oil and gas-specific software including FLOWCAL and WellView for both office users and users in the field.
- Windows and Mac support
- ActiveDirectory Support. Administering the system
- iOS and Android support
- Develop, maintain, and deploy SCCM images to new and existing laptops and desktops.

### **IBCAP Monitoring Technician - NagraStar**

**01/2018 – 10/2018**

## Greenwood Village, Colorado USA

- Collaborated with global content providers to both identify and locate infringing content across the web and pirate set-top boxes.
- Utilized custom Wireshark parsers to submit takedown requests to appropriate hosting providers.
- Created automation scripts to support daily operations while driving efficiency enhancements.
- Decoded and defeated encrypted HLS streaming technologies to prevent piracy of copyrighted broadcast streams.
- Wrote Python scripts to assist with automating set-top box scanning.
- Reverse Engineering custom versions of Android.

## Network Security Analyst - Trustwave

02/2015 – 01/2018

Denver, Colorado USA

- Delivered technical support for the internet security of major corporations that partnered with Trustwave, with a focus on networking and routing.
- Supported Linux (a proprietary variant of Linux called TrustOS), Cisco, Fortinet, and Juniper-based firewalls daily. Some minor experience with Palo Alto Firewalls.
- Oversight of email filtering products and internal vulnerability scanners.
- Conducted customer welcome calls, delivering overviews of Trustwave while demonstrating products.
- Supporting customers in a SOC environment
- Remote support of SolarWinds, Windows Server, and Linux Server

## IT Helpdesk Technician - Saratoga Casino

07/2014 – 02/2015

Black Hawk, Colorado USA

- Provided responsive and service-oriented support for rapid resolution of issues impacting the casino.
- Administered Microsoft Active Directory and Exchange, in addition to casino-specific applications including Oasis, Table Manager, and Info Genesis point-of-sale.
- One of only two technicians in charge of working with the casino executive team to resolve issues.
- Supporting employees with their iOS and Android phones.
- Develop, maintain, and deploy SCCM images to desktops and laptops.

## Corporate IT Support - Qualfon

03/2014 – 07/2014

Fort Collins, Colorado USA

- Delivered iOS and Apple product support for the executive leadership team.
- Responsible for Active Directory administration, Cisco switch configuration, and Tier 1 and 2 tickets.
- Led XP to Windows 7 upgrade effort to comply with PCI requirements.
- Support for macOS and iOS devices for C-Level employees.

## Voodoo PC Tier 2 Technical Support Specialist - Hewlett Packard Enterprise

10/2008 – 12/2012

Fort Collins, Colorado USA

- Responsible for technical support for HP's former elite Voodoo line of laptop/desktop devices.
- Beta-tested new hardware/software applications, communicating issues to key stakeholders.

## Formal **Education, Skills, & Certifications**

- **Bachelor of Science, Computer Information Systems - Colorado State University - 2016**
  - Minor- Cyber Security
- **A+ Computer Certified**
- **Dell Certified**
- **Palo Alto ACE Certified**
- **Lenovo Certified**
- **Language Fluency- English, Spanish, Portuguese**
- **FAA Part 107 Certified**