**Joel Ortiz Diaz**

**829 Concorde Circle, Linthicum Heights Maryland 21090**

**787-406-6489 joelortiz2629@icloud.com**

# PROFESSIONAL SUMMARY

Over six years IT experiences and responsible for implementing, troubleshooting and maintenance of Information Technology (IT) systems. Manages IT system infrastructure and any processes related to these systems. Provides support to JT systems including day-to- day operations, monitoring and problem resolution for all the client/server/storage/ network devices, mobile devices, etc. Provides Tier 1 (Help Desk) and Tier 2 (Escalation) problem identification, diagnosis and resolution of problems. Provides support for the escalation and communication of status to agency management and internal customers. Provides support for the dispatch system and hardware problems and remains involved in the resolution process. Configures and manages LINUX and Windows operating systems and installs/loads operating system software, troubleshoots, maintains integrity and configures network components along with implementing operating systems enhancements to improve reliability and performance.. Install, maintain and troubleshoot signal support equipment and terminal devices, designated radio, wires, cables and data distribution systems. Performed signal support functions to include providing technical assistance, training for user owned, operated automated telecommunication computer systems, local area networks, routers, signal communications, support electronic equipment, satellite radio and communications equipment. Prepared maintenance and supply requests for organization level signal support.

# SKILLS

* Top Secret/SCI Full Scope with Poly Security Clearance (Active)
* knowledge of safety and security precautions
* Excellent verbal and written communication skills
* Excellent analytic skills
* High levels of trustworthiness, integrity and loyalty
* Excellent teamwork and decision making skills
* Proven ability as an innovative, dedicated, and professional officer
* Strong problem solving and communication skills
* Ability to identify and analyze problems
* Ability to evaluate alternative solutions and make sound judgments
* Ability to respond quickly to unexpected situations
* Ability to plan and work accordingly
* Bilingual

# PROFESSIONAL EXPERIENCE

**JISA – Network System Administrator (Day shift),** May 2020 to Present Chantilly, VA

* Experience in Network system administration, including installing, maintaining operating systems, configuring, and installing hardware/software utilizing monitoring technologies, troubleshooting, and sustaining the operational health of the infrastructure.
* Provides technical solutions in the management of software, hardware, configurations, and architectures, including network control software, routers, switches, lines, modems, adapters, and servers
* Network security, tools, and technologies including firewalls, VRFs, 802,1x, and port-security.
* Cisco Inter networking including IP addressing (subnets, CIDR), switching (VTP, VLANs, 802.1q, IGMP, etc..) and routing (OSPF, EIGRP, BGP, PIM, multicast, etc.) and Cisco IOS
* Monitoring, maintaining, troubleshooting, and configuring ASA firewall access control lists.
* Windows Server 2012/2016, 10 deployment and management experience
* MS Powershell scripting, VMWare PowerCLI
* Cisco UCS, Hyperflex management experience
* Provide administration of servers in a virtualized server environment using Microsoft Azure Portal, VMware and or Hyper-V management tools
* Administer hardening of the host,vCenterandVM templatesin compliance with the security guidelines
* Perform hands-on build of servers; consult on VMware virtual designand implementation of UAG.
* Maintain a large VM View network supporting users working withintheVDIfor VMware and Citrix.
* Provide administration of Windows Server 2016 and 2019 in a Cloud server environment
* Virtual Desktop Infrastructure (VDI)
* Cisco Nexus OS, IOS, IOS-XE configuration management and equipment upgrade Cisco ASA Firewall upgrade and management experience including IPSec VPNs
* WAN and Campus based LAN network troubleshooting and fault isolation and resolution
* Cisco UCS, Hyperflex management
* Completes administration activities such as setting up of user accounts, roles, access, and privileges
* Experience in developing/operating large scale distributed services / applications
* Experience with TCP/IP and socket programming
* Knowledge of Linux internals, TCP/IP, DNS, Load balancing technologies
* Experience working with fault tolerant, highly available, high throughput, distributed, scalable systems
* Network monitoring, data processing and analytics HPNA, Solarwinds, Netscout, HPNNMI, NetApp
* Developing automation services to increase network automation deployment velocity
* Deep dive analytics into system uptime, service metrics, performance, deployment automation
* Develop meaningful service metrics and dashboards
* Managing reliability and manageability of network automation and control plane services
* Develop service debugging tools, developing deployment automation solutions, build and manage test environments for services
* Datacenter monitoring, service oriented systems, micro-services
* Networking Monitoring, Networking protocols, SNMP, syslog, network telemetry, REST API
* Exposure to Grafana, Prometheus or other TSDB, Kafka, ElasticSearch, and other distributed platforms
* Knowledge of Scrum & Agile Methodologies
* software development/operations
* Developing/operating large scale distributed service
* Managing a Linux environment, docker, managing distributed systems
* Linux internals, TCP/IP, DNS, Load balancing technologies, and socket programming

**TECH USA – System Administrator (Night shift),** May 2020 to may 2022 McLean, VA

* Provide Tier 1 and 2 level of support to communications systems.
* Provide remote and on-site troubleshooting for hardware and software support.
* Troubleshoot different OS Windows 7, 10, Linux and MAC OS.
* System Monitoring tool experience (such as HP Tools / OneView, Sitescope, etc.)
* Basic network configuration and troubleshooting
* Experience with Virtual Environment administration (VMware)
* Creation of share drive folder and email groups.
* Software Installation
* Experience with SPLUNK
* Resolve account creation requests, password reset on Active Directory, software, hardware installation, imaging/ reimagine, data backup and recovery requests, troubleshooting requests, creation, Cisco VoIP installation, desktop, laptop, printer, scanner troubleshooting requests.
* Configures and manages Linux and Windows operating systems and installs/loads operating system software, troubleshoots, maintains integrity and configures network components along with implementing operating systems enhancements to improve reliability and performance.
* Install Printers, conduct software operations and provide hardware support in different models.
* Conduct system administrator operations replacing components from CPU, Monitor, Laptop including Hard Drive, Processor, RAM, Power supplies, and Modern Boards.
* Use administrator knowledge and tools to re-build, and re-image Dell’s and Apple Workstation.
* Provide Component mission administrator support to conduct software and profiles issue, password reset, company and address change.
* Conduct operations from the software center, control panel and CMD.
* Operate, develop and troubleshoot Exchanges servers, Firefox, Google Chrome and Internet explorer
* Introduce and push new technology and provide support to the user community. Issue/maintain Public Key Infrastructure (PKI) tokens.
* Work with automated Help Desk tools such as Microsoft System Center, Remedy, and ServiceNow, and 3 other tickets system. Troubleshoot Citrix desktop visualization environment Resolve Call Center Tech Support tickets and provide desk-side support to the rest of the client's customers.
* Install, troubleshoot, replace, and support, Monitors, CPU’s including Dell 7040 to 7070, Laptop and HP Equipment, virtual desktop infrastructure (VDI), end user equipment (terminals, printers/ printer consumables, Multi-function devices/multi-function device consumables, mobile devices, VTCs, scanners, VOIP phones, thin-clients, etc.), local and wide area networks, data storage systems, Active Directory, and other third-party software.
* Document Incidents and Work Orders with detailed break-fix steps and resolution in four different ticketing tracking system.
* Work with VIPs, providing a “white glove” service where necessary.
* Monitor and update all incidents and requests, including calls assigned to external suppliers/vendors.
* Reassign or escalate incidents and requests to appropriate support level, third parties or other teams where appropriate level of discussion of issues with colleagues will be conducted.
* Track all work, inventory, and projects using a ticketing system
* Provide assistance and participate on new project(s) testing and deployment/delivery.
* Work with vendors as it pertains to software and hardware troubleshooting, repair, replacement and personnel escort.
* Participate in project deployment.
* Provide input and update knowledge base as necessary.
* Coordinate the logistics of and conduct the movement of assets and equipment to various client's facilities when needed.
* Maintain an organized resource/hardware furnished storage room(s).
* Document, update and close tickets according to defined service level agreement requirements.
* Support the ISO by completing required milestones of Plan of Action & Milestones (POA&M) as directed and coordinate completion status with the ISSO to reflect status within the Source System of Record for Security Authorizations.
* Ensure IT Assets remain compliant with Identity & Access Control Management (ICAM) policy.
* Support the ISO by completing required milestones of Plan of Action & Milestones (POA&M) as directed and coordinate completion status with the ISSO to reflect status within the Source System of Record for Security Authorizations.

**U.S. ARMY Signal Support Systems Specialist (System Administrator)**, May 2016 to Present Fort Meade- National Guard

Computer, Satellite, Radio repairer and maintainer for a Field Artillery Organization. Also a Communication Security custodian. Worked as the Communication Representative and help the Organization growth in radio knowledge and usage.

* Resolve account creation requests, password reset on Active Directory, software, hardware installation, imaging/ reimagine, data backup and recovery requests, troubleshooting requests, creation, Cisco VoIP installation, desktop, laptop, printer, scanner troubleshooting requests.
* Performed imaging, backups, restores for multiple hardware platforms and operating systems.
* Windows Server Administration and Configuration Acted as a lead liaison between Military and Civilian companies regarding automation systems.
* Ensure systems are secure to STIG guidelines by utilizing tools, like Retina and HBSS
* Maintain operational, configuration, and other standard operating procedures (SOPs)
* Verify system availability with existing Enterprise tools
* Basic network configuration and troubleshooting
* Basic network configuration, particularly on Linux Hosts and Cisco & Juniper routers/firewalls
* Utilizing Linux command line interface
* Configure and support Palo Alto and Cisco networking devices and services to support passive and active sensor operations.
* Experience with Virtual Environment administration, specifically the installation, configuration, and management of: Type 1 hypervisors (ESXi, KVM, others), Virtual Machine configurations, and VM Management environment (e.g. Vcenter/Vsphere and associated networking and storage).
* Experience with Domain Capable Windows/Linux/Virtualization
* Maintained and handled Cryptographic keys without incidents.
* Experience using Certificate Authorities (CA) and Public Key Infrastructure
* Helped Logistics personnel in inventories, signatures card and ordering supplies.
* Directly supervised and coordinate activities of workers engaged in preparing and serving Traditional food in the company.
* Perform various financial activities, such as cash handling, deposit preparation, and payroll.
* Resolve customer complaints regarding food service.
* Monitor sanitation practices to ensure that employees follow standards and regulations.
* Check the quality of raw or cooked food products to ensure that standards are met.

**EDUCATION**

# Associates Degree in Criminal Justice

2017-2019

National University College, Bayamon, PR

**Bachelor’s Degree in Criminal Justice Major in Homeland Security**

2019-2020

National University College, Bayamon, PR

**Master’s Degree in Criminal Justice**

2020-2021

Inter-American University of Puerto Rico

# CERTIFICATIONS/TRAINING

CompTIA Security + 601

CCNA 200-301

System administrator

Component Mission Administrator

Team Leader Course