

Certifications/Skills

- **Certifications:** CompTIA Network+ CE (Jan 2025), CompTIA Security+ CE (Jun 2025) AZ-104 (In progress)
 - **Technical Skills:** Windows, Linux, macOS, Active Directory, Azure, PowerShell, Jira, Autotask, Datto RMM, TCP/IP, DNS, VSA IX & X, DHCP, VLANs, Routing, Switching, Hardware/Software Troubleshooting, Docker, Terraform, Kubernetes
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Work Experience/Projects

Help Desk Engineer — Kaseya

March 2025 – Present

- Deliver Tier 1 and Tier 2 support for complex hardware, software, and network issues. Perform root cause analysis and contribute to efficient incident resolution.
- Manage user accounts, permissions, and security policies across Active Directory, Azure AD, and other identity platforms, ensuring adherence to access control and compliance standards.
- Identify and address network vulnerabilities, configure and maintain firewalls, and utilize SIEM tools to monitor traffic and detect potential security threats.
- Support and secure remote connectivity solutions, including VPNs and endpoint protection, to ensure safe and reliable access for off-site users.
- Promote data security by enforcing protection protocols, delivering user awareness training, and educating staff on phishing, malware, and social engineering prevention techniques.

AutoTask End-of-Day Handler

May 2025

- Developed a Python-based automation script for Managed Service Providers (MSPs) that:
 - Authenticates securely using environment variables and Base64 encoding for API credentials.
 - Queries unresolved tickets via the Autotask REST API and returns them to a queue with internal notes.
 - Implements modular structure with separation of concerns (auth, config, ticket handling).
 - Leverages .env file parsing and Python's os module for configuration, enhancing portability and security.

Help Desk Technician — MidFlorida Credit Union, Orlando, FL

October 2024 – March 2025

- Supported Windows systems and network issues in a secure banking environment.
- Managed Jira tickets, AD user provisioning, and trained users on security best practices.

Site-to-Site VPN Implementation (IPSec, GNS3, Python)

January 2025

- Configured a site-to-site IPSec VPN using GNS3, with Python-based traffic simulation and routing optimization.

Teller — MidFlorida Credit Union, Orlando, FL

November 2021 – May 2024

- Handled high-volume financial transactions and provided customer service in a regulated environment.
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Education

Bachelor of Science in Information Technology (Ongoing)

January 2023 – May 2026

University of Central Florida, Orlando, FL

Associate of Arts in Information Technology

December 2022

South Florida State College, Avon Park, FL