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## SYSTEMS ENGINEER

### PROFESSIONAL SUMMARY

Systems Engineer with 5+ years of experience in IT infrastructure, cloud administration, virtualization, cybersecurity, DevOps tools, and enterprise support. Experienced in Windows Server, VMware, Active Directory, GPO, Linux, cloud platforms, GitHub, Docker, Kubernetes, CI/CD, SQL, and application development. Hands-on personal projects include a remote IT management platform and a published Android learning application, demonstrating software development, product delivery, system integration, and user-focused design. Strong background in technical documentation, troubleshooting, staff training, and IT service delivery.

### CORE QUALIFICATIONS

• Windows Server 2016/2022	• Active Directory & GPO	• Exchange / Microsoft 365
• VMware Administration	• Vulnerability Remediation	• Patch Management & Hardening

### TECHNICAL SKILLS

#### • Cloud Platforms:

AWS (EC2, IAM, VPC, Security Groups), Microsoft Azure (VMs, Networking), Google Cloud Platform.

#### • DevOps & Tools:

Docker, Kubernetes, Jenkins, Git, GitHub, CI/CD pipelines.

#### • Data & Reporting:

Power BI coursework, dashboards, data visualization, data processing, and SQL reporting.

#### • Operating Systems:

Linux (Ubuntu, CentOS), Windows Server, Windows Desktop Support.

#### • Networking & Infrastructure:

TCP/IP, DNS, DHCP, Subnetting, SSH, NAT, Virtualization Technologies.

#### • Programming & Scripting & DB:

Python (basic), PHP, VBA, Microsoft Visual Basic, Microsoft Visual C++, Flutter, Bash scripting, SQL, PostgreSQL.

#### • Monitoring & Logging:

System monitoring, troubleshooting, and log analysis.

#### • Cybersecurity:

Wireshark, Nmap, Linux / Kali Linux, Wazuh, Suricata, Nessus, OpenVAS. Splunk, Autopsy and Burp Suite.

### PERSONAL PROJECT

#### Remotely-X Remote Management Platform | Personal Project

- Developing a remote IT management and support-oriented platform demonstrating remote access, remote shell, remote desktop, remote file explorer, user management, and IT service delivery concepts.
- Project website: <https://remotely-x.com/>



## FlashCards: Learn English - Published Android Application | Personal Project

- Designed, developed, and published an Android language-learning application on Google Play, demonstrating mobile development, product delivery, user-focused design, and app deployment workflows.
- Implemented learning features such as flashcards, pronunciation/listening practice, speaking practice concepts, user authentication, and structured study screens.
- Google Play: <https://play.google.com/store/apps/details?id=com.flashcards.puffin>

## Daily Agenda | Android Application in Development | Personal Project

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- Developing a daily planning Android app focused on agenda organization, reminders, and task management.  
Status: In progress.

## Key Vault | Android Application in Development | Personal Project

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- Developing a secure Android app focused on storing and organizing sensitive user information.  
Status: In progress.

## PROFESSIONAL EXPERIENCE

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### Systems Engineer | RT TECH Inc. *Feb 2019 – Oct 2024*

- Administered and supported Windows Server 2016/2022 environments, ensuring system stability, availability, and security across enterprise infrastructure.
- Managed and maintained VMware virtual machines, including provisioning, configuration, resource allocation, and performance monitoring.
- Implemented and supported Group Policy Objects (GPOs) to enforce security settings, system configurations, and vulnerability remediation across Windows environments.
- Performed vulnerability remediation and server hardening activities following security best practices and compliance standards.
- Supported patch management, system updates, and upgrade activities for Windows servers and enterprise systems to maintain security and operational reliability.
- Troubleshoot and resolved L2/L3 Windows infrastructure issues, including OS, performance, connectivity, permissions, and server-related incidents.
- Provided support for Exchange and Microsoft 365 / Office 365 issues, including mail access, Outlook connectivity, and user-related administration tasks.
- Managed Active Directory administration tasks such as user accounts, permissions, password resets, group membership, and access control.
- Monitored system health, including CPU, memory, disk, and network utilization, and performed corrective actions to optimize performance and uptime.
- Created and maintained technical documentation, troubleshooting procedures, and support records to improve operational efficiency and knowledge sharing.
- Collaborated with support teams and stakeholders to resolve escalated incidents, support production environments, and meet service expectations.
- Provided mentorship and technical guidance to junior team members during troubleshooting and daily support operations.



## Process Engineer | Petroleum Refinery *May 2014 – Feb 2019*

- Coordinated operational information and supported process documentation for plant activities across multiple departments.
- Prepared technical and routine reports to support monitoring, compliance, and decision-making.
- Maintained process records and collaborated with teams to improve workflow efficiency and control standards.

## ERP Analyst | — *Mar 2013 – May 2014*

- Supported ERP operations, data maintenance, user requests, and testing activities to ensure reliable business system performance.
- Assisted with issue resolution, documentation, and coordination of system updates.

## Computer Trainer | — *Jan 2000 – Mar 2013*

- Prepared training materials, tracked learner records, and provided user support for computer systems and software.
- Delivered organized administrative and technical support in educational environments.

## EDUCATION & CERTIFICATIONS

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- AEC – IT Cloud Administration (In Progress) – Champlain College – Saint-Lambert, QC, Canada
- AEC – Cybersecurity: Prevention and Intervention – Champlain College – Saint-Lambert, QC, Canada
- System Engineer (bachelor's degree) – Santiago Mariño Polytechnic University, Venezuela
- Teacher Training (bachelor's degree) – National Open University, Venezuela
- Computer Technician (DEC) – Isaac Newton University Institute, Venezuela

### Certifications

- **CompTIA CySA+** | Verified Credential ID: 7Q8BVEQ50FQQ1882
- **CompTIA A+** | Verified Credential ID: C6LQT9FQ4BVEQ64J
- **CompTIA Tech+** | Verified Credential ID: EK360HJ5ZNBEC8LJ
- **Cisco Certified Network Associate (CCNA)** | Verified Credential ID: f59e3cac390744c7aa6ed59210520a5c
- **Microsoft Certified: Azure Security Engineer Associate (AZ-500)** | Credential ID: 92B71F0AB914408B
- **Microsoft Certified: Azure Fundamentals (AZ-900)** | Credential ID: 561978C307D42ED3

## LANGUAGES

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Spanish: Native | English: Fluent | French: Basic