

Daniel De Jesus

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PROFESSIONAL EXPERIENCE

Systems Support Specialist II
Workforce Solutions Capital Area Austin
May 2021 to present

- First line of communication to all user tickets and triage tickets and delegate to a team of support personnel
- Configured and maintain ticketing system that all other technicians use.
- Tech lead on multiple projects, from introducing a new SMS messaging system to a business management system that is utilized by the C-Suite and multiple other departments
- wrote programs that remove bloatware from windows systems, batch scripts that reduce the need for complex lengthy guides.
- Document and create detailed guides for customers and technicians from being able to change a personal setting for a user or detailing exact steps on how to create a SSLs for internal sites.
- Wrote bash scripts that backup critical virtual machine hosts, as well as Linux (Debian and RHEL) services and cron schedules so that it is maintained without the need for a technician.
- Create system images for multiple systems with configurations ready for deployment.
- Junior Security Technician where im required to make sure all systems are up to date and all settings are configured correctly, aided with penetration testing tools and SoC access.
- Maintaining multiple locations with hundreds of systems and users.
- Work with Active Directory creating Security Framework GPOs for mass security configuration changes.
- Proficient in Proxmox Virtual Host environments even creating an SRVIO service that with a A16 or greater NVIDIA GPU being able to create 64 dedicated virtual windows 11 desktops with functioning 1GB dedicated GPUs for users all being able to run concurrently.
- Works with Druva Backup systems, and HPE nimble systems.
- Hands-ons experience with Arctic Wolf, Trend Micro, NinjaOne, Track-it, NetSupport, NetNotify, Cisco Jabber, BullWall, Meraki, HelpDesk, ZoHo Ad Self Service, ZoHo Data Security.
- Directly work with CIO, CCO, CFO and help with documenting company policies.
- Helped Move locations, Donate old outdated equipment (after proper cleaning), and helped install new servers on site.
- Learned and demonstrated knowledge on DoD wiping of hard drives both for viral cleaning and for digital document cleansing.
- On the Safety team assisting with directing all people in the building out to the designated safe area in the event of a disaster.

Technical Support Representative

TeleNetwork

December 2013 to May 2021

- Provide technical support for the customers of internet service providers including troubleshooting and educating about their internet connection, computers and mobile devices, and related services provided by the internet service providers.
- Gather, analyze, and document information provided by customers over the phone to create solutions to their needs.
- Recommend services that provide additional value to customers to provide comprehensive support for all issues, such as anti-virus and premium technical support.
- Create a friendly atmosphere to better assist customers in resolving issues so that every call turns into a positive experience they remember.
- Training and mentoring for new hires, showing how tools work, how to handle calls, multitasking as well as workflow efficiency.

Overnight Receiver

Walmart in Waco, Texas

August 2013-November 2013

- Supervised and participated in the receiving, stocking, and rotation of freight.
- Maintained inventory and back stock of excess product through proper documentation, thus ensuring product availability to customers.
- Trained new and transfer employees in department and store policies and procedures.
- Implementation of sales floor layouts and settings, including promotional displays.

Student Worker

Texas State Technical College in Waco, Texas

October 2010 - September 2011

- Plan, evaluate, and implement solutions for the technology needs of multiple departments including the installation and maintenance of student and faculty computers.
- Perform inventory of state property where proper documentation and procedure is critical to providing a productive learning environment and meeting state requirements.
- Support and maintain backend resources such as Windows and Linux servers and industry-grade networking equipment.
- Research, install, and maintain product licenses for software critical to the learning environment.

EDUCATION

Texas A&M University-Central Texas
Bachelor of Applied Arts and Sciences
Graduated May 2021

- Learned techniques on researching and developing business plans for maintaining, securing, deploying and restoring data centers, systems, and infrastructure related, but limited, Electrical, and Computer Systems.
- Learned basics and understanding of Artificial intelligence.
- Worked with Groups and Businesses for creating web sites that engaged the user and how best to layout a website user interface
- Focused on Linux/Unix Administration.
- Learned Java, Python, C/C++, Bash, HTML/CSS, and Javascript.
- Strong focus in Calculus (I-III), Linear Algebra, University Physics (I and II), Management of Information systems, Strategic Management of Information systems, Business Statistics and methods, Statistical Models, Discrete Mathematics
- Excelled in Systems Analysis and Design and Security Information and Risk Analysis.

Texas State Technical College
Associate of Applied Science in High Performance Computing
Graduated June 2012

- Received a hands-on, industry developed education geared towards providing support for servers and workstations, specializing in high-performance computing, and HVAC systems.
- Focused In LAMP stack server setups and maintenance with server backend configurations
- physically implemented and deployed workstations and servers in server rooms or at desks.
- Routed and worked with making or replacing network and power cabling
- worked in teams to create working clustered compute server environments for applications with [folding@home](#) using Rocks Clustering OS.
- Learned RHEL enterprise configuration and setup including but not limited to network ldap, mssql, smb and cups services integration with linux and windows guests.
- Learned QEMU and virtualbox virtual management software, creating migrating and configuring virtual machines.

PROFESSIONAL DEVELOPMENT

- Security+, Linux+ and Cloud+ Comptia Certified Valid as of 2024
- Coursera Certifications from UCDavis in SQL for Data Science
- Earned MGT-478 Community Cybersecurity Information Sharing Integration Certification
- Experienced in consumer and industrial networking.
- Comfortable with computer languages such as C++, Python, HTML and Bash Script, Javascript, Rust, Batch Scripts, C, Embedded small IoT devices, such as Raspberry Pi Pico, and ESP32 Dev Board models.
- Knowledgeable in Linux, Windows and Mac OS X workstations and servers, and mobile platforms such as Android, Windows Phone and iOS devices.
- Familiar with industry standards in web development, user management through directory servers, wireless deployment, and automated installations.

REFERENCES

- Available upon request.