

- **Operating Systems:** Windows 10/11/Server 2022. MacOS. Debian based Linux.
- **Directory & Identity Management:** Active Directory Domain Services (AD DS), Group Policy Objects (GPOs), User & Group Account Provisioning, OU Management.
- **Networking & Infrastructure:** Cisco Switching, Network Segmentation (VLANs), Wireless Networking (ESS/Roaming Deployment), DHCP, DNS, LAN/WAN Troubleshooting.
- **Hardware & Systems Engineering:** Custom Workstation Assembly, Hardware Diagnostics, Firmware/BIOS Updates.
- **IT Operations & Platforms:** ServiceNow, ITSM, Asset Management, Knowledge Base (KB) Documentation.

IT Lead, Livestream Operations | JoyMedia | Culver City, CA | September 2024 – Present

- **Administered hybrid-ready directory infrastructure**, orchestrating Active Directory user objects and custom Group Policy Objects to securely manage a pool of contracted production staff.
- **Designed and deployed an Extended Service Set (ESS)** to provide seamless roaming wireless coverage in event spaces.
- **Configured and managed Cisco switches** using network segmentation, prioritizing low-latency for live-streaming.
- **Optimized hardware and software configurations** for resource-intensive workstations, streamlining 50 recurring live productions and eliminating bottlenecks.
- **Served as Tier 3 Technical Lead** in a high-pressure 24/7 on-call operational rotation, reducing Mean Time to Recovery (MTTR) from two weekdays to same-day resolution.
- **Negotiated enterprise service level agreements (SLAs)** with the primary ISP, correcting legacy billing inaccuracies to slash ongoing redundant service costs by ~85%.

IT Support Specialist | Crossing Collectibles | Culver City, CA | August 2022 – September 2024

- **Delivered comprehensive Tier 2 technical support** and root-cause analysis across platforms (macOS, Windows, and peripherals), eliminating mid-stream connectivity failures.
- **Managed the asset lifecycle** for studio infrastructure, executing firmware updates, hardware diagnostics, and maintenance.
- **Designed, sourced, and assembled workstations** optimized for 4K video rendering and continuous streaming.
- **Developed and facilitated weekly technical onboarding** and end-user training sessions for 2 years, mitigating operational bottlenecks by 30%.

Tier 2 Helpdesk Specialist | GoPuff | Beverly Hills, CA | October 2019 – June 2022

- **Engineered resolutions** for complex enterprise software and network incidents escalated from Tier 1 queues, maintaining strict compliance with departmental SLA benchmarks.
- **Authored and maintained high-quality technical documentation** within the ServiceNow knowledge base, decreasing team resolution times for recurring software defects.
- **Collaborated directly with site managers** to provision, image, deploy, and inventory corporate mobile devices for all incoming hires.

Cisco | CCNA
Comptia | A+, NET+, SEC+

B.A. | Business Communications | San Francisco State University | 2015
A.A. | Communications | Diablo Valley College | 2012