

Christopher Ramirez

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Summary

- Websense Proxy/URL content filter (Websense/ForcePoint)
- Cisco IronPort Email Security (Cisco)
- McAfee SIEM and implementing automated reports, automated quarantine at TippingPoint IPS (American Campus)
- McAfee ePO (America Campus)
- KACE Systems Management – Patching/Updates K1000 (Quest/Dell)
- KACE Imaging Appliance – Image Deployment K2000 (Quest/Dell)
- AppAssure/Rapid Recovery – Enterprise backup solution (Quest/Dell)
- Knowledge and ability to perform all the basic database management skills of data administration (MCITP)
- Provide support and expertise for Office 365 (MCITP Office 365)
- Experience with multiple Operating Systems: Windows (2008 R2, 2012 R2), Linux (RHEL/CentOS, SUSE, Ubuntu).
- Experience with Google Cloud (<https://clramirez.com> running on GCP)
- Experience with Meraki Security Suite: MX Security Appliance, MS switch, MR WAP, Systems Manager MDM
- Involved in Change Management and Change Approval process for mission critical Electronic Funds Transfer reporting systems. Responsible for ensuring PCI servers were PCI-DSS audit complaint (Fiserv)
- Participate in weekly sprint process with points assigned for each case/ticket I am tasked with (Fiserv)
- Ability to participate in business development and technical framework issues, in addition to recognizing inefficiencies and helping implement a solution (print server, Visio diagram, service delivery model)
- Active Directory & LDAP support and expertise – [Microsoft 70-410](#) / [Microsoft 70-411](#)

Education

- **Benchmark Career Institute Austin, TX | 2014**
Linux+ (LX0-103 and LX0-104)
Microsoft Server 2012 (Exam: 70-410)
- **Austin Community College Austin, TX | 2014**
VMware VCP-DCV (Install, Configure, Manage)
- **Texas State University San Marcos, TX | 2010 – 2013**
McCoy College of Business

Major: Computer Information Systems

Successfully completed CIS internship while employed at Spansion which included Visio diagram of fully searchable database of their data center and servers based on host name, operating system, rack number, etc. I did not graduate/complete my degree because I began working in the field I was attending school for, and needed to be making an income.

Skills

- [VMware VCP-DCV 6.0](#)
- [CompTIA Security+](#), [CompTIA Network+](#)
- Cisco CCENT 100-101 ICND1
- [Exam 410: Installing and Configuring Windows Server 2012](#)
- [Exam 411: Administering Windows Server 2012](#)
- Windows Server 2008 r2, 2012 r2, 7, 10
- Red Hat, CentOS, Suse
- Google Cloud, AWS

Experience – contract consultant for Primus (Fiserv), Randstad (Cisco), Insight Global (Cisco, HP), and Volt (American Campus Communities, Spansion)

Barton Associates – Senior Desktop Engineer

June 2019 – Present

9001 N Interstate 35 Frontage Rd. Ste. 101, Austin, TX June 2019 – Current

- Sole I.T. person in the Austin office – supporting approximately 90 users

- Troubleshoot all user issues that arise within the Austin office
- Provision/Deprovision Active Directory accounts for onboarding/offboarding
- Imaging desktops/laptops with SCCM
- Facilitate resolution for Helpdesk calls/emails: printer installation, password reset, IMACD requests, etc.
- Assist with Netskope monitoring & configuration changes
- Audio/Visual troubleshooting for teleconference meetings in conference rooms

Fiserv – Application Support

901 S. Mopac, Austin, TX

Sept. 2018 – June 2019

- Support daily operations of proprietary banking applications
- Monitor FTP servers for incoming customer files
- Launch automation to process incoming customer data
- Troubleshoot and fix automation or file level issues
- Create and ship physical

Sun Print Management (Baylor, Scott & White) – Web Application & Mobile Support

300 University Blvd., Round Rock, TX

Feb 2018 – Aug 2018

- Responsible for maintenance of all web & mobile applications throughout the Austin region
- Use HP Web Jetadmin to diagnose and configure
- Upgrade firmware as needed, and ensure network connectivity
- Document all activities in Service Now, Miracle, and web & mobile applications

Quest (Dell Software Group) – Sales Engineer

One Dell Way, Round Rock, TX

Feb 2016 – Aug 2017

- Perform Demonstration of the backup & systems management product for customers and highlight key functionalities: Live Recovery, Verified Recovery, Universal Recovery (Data Protection), and Systems Management & Imaging (KACE)
- Proof of Concepts for customer environments
- Highlight features, advantages, and benefits of Quest product over competition
- Deep understanding of the Quest functionalities and ability to cross sell other opportunities or teams: KACE, Windows Platform, Database Management
- Scale customer purchase to fit customer environment

American Campus Communities – Security Analyst

Hill Country Blvd T200, Bee Cave, TX

Oct 2015 – Feb 2016

- McAfee SIEM – identify potential security risks and quickly mitigate them
- McAfee ePO – automate and remediate security threats on endpoints
- HP TippingPoint IPS – used in conjunction with the McAfee SIEM to quarantine inbound traffic that was found on a blacklist
- F5 Load Balancer – began training
- DUO – Two factor authentication

IronPort E-mail Security Admin

Cisco — 1215 Research Loop, Austin, TX

Apr 2015 – Aug 2015

- Assisting customers with their cloud appliance needs
- Troubleshoot automated alarms
- Manage and log customer incidents using BMC Remedy
- Ensure constant mail flow for our customers

Unix Admin

HP — 3301 Hibbetts Rd., Austin, TX

Mar 2015 – Apr 2015

- As part of the SMO Unix/Linux build team, our responsibilities are to build, configure and join HP Inc. and HP Enterprise servers to the appropriate domains and ensure proper configuration of upstream builds.

- We confirm DNS, Hardware configuration, Firmware, SAN allocation and ensured the servers are in a proper state to provide our team with an adequate build platform to deploy the servers required for the infrastructure. Applications range from Apache web services, Oracle Data base services and SAP Application stacks, as well as LDAP services.
- Contact office staff and troubleshoot with coworkers. Manage and work Build Issues to ensure continual work-flow
- Setup and configure ESXi hosts for guest deployments.
- Troubleshoot cloud, network and local assets.
- Manage detailed ticketing system. Remote configuration and support.
- Develop, test and deploy procedures for build process. Collaborate to improve efficiency.
- Build and configure assets on a Unix/Linux OS level. Work with departments to resolve build issues.

Data Center Technician

HP — 3301 Hibbetts Rd., Austin, TX

Feb 2015 – Mar 2015

- Consisted of racking and stacking servers, installing SFP's, making any hardware configuration changes needed, configuring the iLO profile, standing up the rack, installing the physical server in the rack, replacing disks as needed, decommission servers, and daily tape backup duties.

Cloud Web & Mobile Security – Technical Support Engineer

Forcepoint — 10900 Stonelake, Austin, TX

Apr2014 –Sep2014

- Troubleshoot Cloud Web Security and Filtering product suite
- Troubleshoot Mobile Web Security product suite
- MDM solution to provide security for customer BYOD devices in the corporate environment
- URL / Content filter: block websites based on user defined policies
- Based on explicit content, gambling, social media
- Support and troubleshoot the Websense Web Security products
- Includes troubleshooting:
- Policy setup and configuration
- SQL integration and backup configuration
- Linux integration
- Active Directory integration
- Ensure user defined policies would block certain cloudsites while allowing others in order for work productivity from entire staff

Inside Sales Engineer / Helpdesk Analyst

SHI — 1301 S. Mopac Expwy, Austin, TX

Feb 2013 – Apr 2014

- Evaluated cloud, server, storage and networking requests and created solutions tailored to the client's needs and environment.
- EMC², NetApp, Dell, HP, VMware, Cisco, Brocade, CommVault, Symantec
- Developed and established strong relationships with partners and clients.
- Worked with sales teams and trained sales reps on basic data center products and technologies.
- Remained up-to-date with partner certifications and accreditations
- Performed Helpdesk duties until promoted to Inside Solutions Engineer
- Improved processes by automating simple fixes that were seen regularly by implementing batch scripts and making them executable files
- Emailed these to users when needed
- Implemented print server, which reduced the amount of time and effort it took for another simple and automated installation
- Utilized SharePoint to coordinate laptop refresh using Excel spreadsheets
- Implemented batch script to automatically configure the wireless settings for guests and visitors

Unix/Linux Technical Support Analyst

Spanion — 5204 East Ben White Blvd, Austin, TX

Jul 2012 – Jan 2013

- Unix System Support Analyst that monitored the 24/7 mission critical manufacturing computing infrastructure

- Monitored HP Operations Manager and Microsoft System Center Operations Manager for alerts concerning either hardware, software, or networking failures
- Duties performed in the command center operations included tracking issues, changes, and service requests until resolution utilizing online tracking system (Service Now), and used SharePoint to create documentation and to create and edit existing procedures.
- Monitored daily and weekly backups using NetBackup and performed maintenance on the backup servers which included NetApp storage and Data Domain storage. Assisted in the preparation of offsite weekly backups utilizing SOX procedures.