# Leslie Calvo

# SUMMARY OF QUALIFICATIONS

Resourceful and well-rounded team player who delivers results to enable organizational success seeking a position in an information technology role that. A strategic and versatile IT professional with over five years of experience in Data Recovery, Crime Scene Documentation, Windows OS, Android phones, Android and apple Tablets, Networking, and Project Management with the ability to provide sound advice and counsel that ensures compliance with company policies and procedures and all federal, state and local laws concerning digital information.

# AREAS OF EXPERTISE/Technical Skills

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| --- | --- |
| Networking Support and Helpdesk Operations  Microsoft V-Land and Office 365 eDiscovery  Project Management and Policy Implementation  Documentation and Record Keeping  Hardware, Software, Network, Wireless Network, Security, Virtual Software  Data Recovery, Image examinations social engineering  AS400  Emergency Management, iPhone & Analog phones  Active Directory  Workplace Cloud System  Cisco Meraki and Sophos Firewall  VPN Tunneling  Auto Task Cloud System  VMWare Virtualization  C#, C++, HTML | Ability to Write Technical Documentation, and User Manuals  Barracuda Email Security  Troubleshooting  FTK imager, Encase Forensics, Forensic  Webpage Design  V-sphere, EXSI  AutoCAD Architecture, Sound Examination,  Sub-Netting, Encryption/Decryption, Cyber Criminology, War-drive  Wireshark Penetration Testing  Mimecast  Shell and Batch Scripting   Emergency Management – F.E.M.A  DoD Cyber Security  Management Information Systems (MIS) |

T**ECHNICAL PROFICIENCY HIGHLIGHTS**

**Internet Connectivity:**  Implementation, security, deployment, LAN/WAN, firewall rule base configuration,

wireless technology, TCP/IP, DNS, DHCP, VPN connectivity, cabling, hubs, switches, routers, and wiring. Cisco Linksys 2300, HP POE Switches. VPN Tunneling

**Operating Systems /Server Software:** MS Windows server 2003, Exchange 2003/2000, Support AS400, MS Windows8/7/Vista/2000/XP/98/95/, Solar winds, MacAfee Antivirus, Ghost, Acronis, Active directory. FTP. 2012, 2016 Server

**System Hardware:** Compaq, HP, IBM servers, Dell Server, Compaq, HP workstations, HP, ThinkPad Laptops. HP

printers, Xerox Printers, Purchases of new hardware and software., Polycom VVX300, IP355. HP Switches, POE Switches, Cisco Meraki, Sophos & SonicWALL Firewall, Links Router, CAT 5, 5e, 6 cabling, cable Splicing

**Application Software:** Backup Exec, MS Office Suite 2000/2003/2007, Visio, MS Project, C#, C++, HTML Scripting, Norton Antivirus 360, MacAfee Antivirus 8.0, Ghost, Acronis, VMWare player, Adobe Acrobat Professional X\IX, VNC, Net meeting, Spice works, LogMeIn, TeamViewer, Bomgar. Mimecast. Office 365, TrendMicro Antivirus, Auto task Cloud, Sincerity backups System, VMware, V-Sphere, Solar Wind, Azure

# PROFESSIONAL EXPERIENCE

**System Administrator**

**Shift Pixy® Jun 2021 - Jun 2022 · 1 yr 1 mo Jun 2021 -Miami, Florida, United States**

Administration of Firewall, Switches, and Security Cam Cisco Meraki  
Microsoft Azure   
Azure Cloud Printing   
SSO creating for different software.   
Password control Management   
Create VPN Connection over Different Networks Office to HQ  
Project Management and implementation.  
Develops plans, techniques, and policies to address current or anticipated problems and issues. Works with management to solve problems.  
IT Infrastructure Development Management  
Security maintenance and upgrades.  
MS Teams Management   
Org Zoom Management   
Creation/management of VPN Point to Point (tunneling)  
Network security  
Azure Active Directory AD Management( User, Groups creation)  
(MDM Microsoft )Manage and control Mobile Devices: Chromebooks, iPad, Android, Cell phone  
Jira Helpdesk  
MS Task Planner  
Office 365 Management and Control  
High technical support to different sites in FL.( remote & on-site)  
Equipment, licenses, hardware, purchases control & Inventory Control  
Performs eDiscovery’s, content search.  
Management of security following NIST, HIPPA Compliant.  
Performs multiple, varying, and complex assignments under the minimal direction of a manager.  
Network and topology Diagrams Design   
Applies experience and comprehensive technical knowledge applicable to discipline and an understanding of new technologies and methodologies to solve complex problems and develop Improved technical processes or systems.  
Typically, exercises direct responsibility for completing tasking as part of the management of large, complex projects or programs. Plays a lead role in drafting, reviewing, and editing reports.  
Documentation, Manuals, Procedures writing.  
Data and Email Recovery   
Site Audit  
Serves as project manager or team leader planning, coordinating, and conducting projects and studies. Proposes preventive actions and methods for ensuring issues are resolved in a timely and cost-effective manner.  
Manage everyday IT operations

**System Administrator Manager Jun 2018 - March 2020**

Advance Dermatology Mgmt. 2y 1m

* Implement administration of Fire-Wall Cisco Meraki and Firewall Sophos with the creation of the VPN Tunneling from office to office.
* Act as a liaison between information technology and the appropriate department or staff.
* Monitor over 15 locations via Solar Winds and other technical tools, making sure that all IT technology, server, switch, Firewall, antivirus, data, backups & computer systems are working and up to date.
* Monitoring and configuring Digital Backups
* Manage projects from implementation through control, team leader planning, coordinating, and conducting projects and studies.
* Develop and propose preventative actions and plans to address current or anticipated problems and issues.
* Coordinate security maintenance and upgrades.
* Control and manager of Ubiquity Wi-Fi and Cisco Meraki Wi-Fi
* Provide high-level support and technical expertise in networking technology, including LAN/WAN hardware, switches, bridges, and routers, installation, and configuration of IP phones and IT systems.
* Control the Active Directory (AD) management for user and group creation.
* Oversee support personnel of 10 techs in the “Helpdesk."
* Maintain control of inventory, equipment, licenses, hardware, and mobile devices.
* Create documents and manuals under HIPPA regulations.

[**IT System Administrator/ ITS Manager**](https://www.linkedin.com/company/71087/)

[Terranova Corporation1y-1m](https://www.linkedin.com/company/71087/)  [**Mar 2017 – Jun 2018**](https://www.linkedin.com/company/71087/)

* Management information system (MIS), Control all projects using Microsoft IT-related projects.
* Management of daily and monthly IT expenses. Includes reviewing, allocating, and processing invoices for payment.
* Act as a liaison between information technology and the appropriate department or staff
* Providing On-Call or after-hours support to provide expert recommendations for troubleshooting issues as well as in networking technology, including LAN/WAN hardware, switches, bridges, and routers  Responsible for making decisions and ensuring departmental metrics are met.
* Control and manager of Ubiquity Wi-Fi and Cisco Meraki Wi-Fi
* Control of the Active Director AD Management (User, Group’s creation)
* Administration of Fire-Wall Cisco Meraki, Sophos, SonicWALL, with the creation of the VPN Tunneling from office to office.
* Control functionality understanding in the assigned Yardi modules.
* Briefing senior leaders on network status, issues, and recommendations
* Interacts with Database Administrators, Networks, and other technical support groups to ensure timely problem resolution.
* Works and collaborates with Financials System Department Services and Research Decision support groups to ensure Financials system stability and problem resolution.
* Documents processes to enable departmental staff to continue computer support to the related systems.
* Respond to support requests via phone, email, and Ticketing system.
* Provided training education to all users. Refine and automate regular processes, track issues, and document changes.

[**Lead System Analyst / Project Management**](https://www.linkedin.com/company-beta/10086753/)

[Nuvo Suites (Formerly known as Euro Suites Hotel)](https://www.linkedin.com/company-beta/10086753/)  [**Jul 2016 – Feb 2017**](https://www.linkedin.com/company-beta/10086753/)

* Pacification, coordination, and Implementation IP phones Polycom IP 355 for the hotel installation. Act as a liaison between information technology and the appropriate department or staff
* Confers with software systems engineering or applications programming personnel if errors require a change of instructions or sequences of operations
* Analyzing, troubleshooting, and resolving system hardware, software and networking issues  Pacification and deployment of Server 2012 for the hotel, Project coordination, and Training junior staff on solving complex and/or technical tasks.
* Installing operating system software, patches, and upgrades
* Maintains operating records such as machine performance and production reports
* Implementation of PMS system for the hotel. Project control pacification of WIFI reconfiguration and reverse engineering. Maintain and upkeep the inventory for the technology department by coordinating and purchasing new equipment.
* Directs the correct system and network administration actions during an event causing a service outage
* Ensuring the support staff follows published operating instructions

# Previous Work

* **United Automobile Insurance Company -** System AnalystJan 2014- Jan2016
* **IT Coordination** – WSE – June 2013-July 2014
* **Insight global – Telemundo –** Network SpecialistOct 2013 Dec 2012 (contract)
* **Jr System Admin** – Antillean Marine Shipping – March 2012- Oct 2013 (contract)
* **IT Manager** - Kobi Karp architects - Feb – 2010 Oct- 2010
* **IT Tech** – Aeroteck Jan-2009 - Oct 2009

# EDUCATION

**American InterContinental University** – Schaumburg, IL United States

Bachelor Information Technology Degree 09/2014

**GPA:** 3.79

**Major:** Information Technology Digital Investigation

**Miami Dade College –** Miami FL

Associate of Arts Computer Sciences 06/2010

**GPA:** 3.52

**Major:** Computer Science

**Certification:**

**DOD Cybersecurity**

**AutoCad Architecture 2d 3d**

**Hippa Compliances Certification- Cert** # 152426118390850

**Emergency** **Management** – F.E.M.A

**Aerospace Education** - Jorge T Baker

**Aerospace** - Yeager Award

**2Lt -** C.A.P- U.S. Air Force

* Science and Technology. Aviation. Drone program. Anti-Drugs program. Aerospace education. S.A.R. Training. Communication training. Leadership training. Cyber Patriot Program. Mission Scanner.

# LANGUAGE SKILLS

Fluent in English and Spanish  **AFFILIATIONS**

AIU Computer Forensic – Member, MDC IT – Member, St Dominic Church – Volunteer - U.S. Air Force CAP