

PROFESSIONAL SUMMARY

Small business IT admin for ten years. In charge of requisitions, cabling, network topology, firewall security, email security, budgeting, troubleshooting, tech support, PCI DSS compliance, website, antivirus, incident response, employee training, backups, maintenance, hardware repair, and house calls.

CERTIFICATIONS

CompTIA Security+ — May 2026

TECHNICAL SKILLS

Operating Systems: Windows 10, Windows 11, Windows Server 2022

Networking: TCP/IP, DNS, DHCP, VPN (NordLayer), firewall configuration, network segmentation, VLANs, Wi-Fi site surveys, wireless bridging (Ubiquiti airMAX), cable management

Security: CompTIA Security+, PCI DSS (SAQ B-IP) compliance, email authentication (SPF, DKIM, DMARC), endpoint protection (Avast Small Office), antivirus management, access control, password policies, phishing awareness training, backup and disaster recovery, incident response

Systems & Cloud: Microsoft 365 administration, OneDrive, Active Directory (AD), Group Policy (GPO), Hyper-V, domain and tenant migrations

Hardware: 20+ years building PCs — component selection, diagnostics, hardware-level troubleshooting, hardware configuration

Support: Technical support, remote support, end-user training, documentation, error reporting, vendor management, subscription and license auditing

Web: HTML, CSS, small business website design

EXPERIENCE

IT Administrator

2016 – Present

Oasis at Wild Horse Ranch | Contract: Project-based + On-Call | Tucson, AZ

Sole IT admin for a full-service event venue.

- Audited the existing security posture on arrival — rotated compromised credentials, enforced unique secure passwords, secured POS hardware access, and ran phishing awareness training for staff.
- Researched hardware requirements and purchased a stateful firewall and managed switch. Designed and segmented the network to isolate POS traffic using VLANs and limiting cross-chatter with ACL rules. Configured firewall exceptions and passed third-party audits for PCI DSS compliance. Added personal VPN and antivirus on all endpoints.
- Conducted wireless surveys to detect the range of the router and any frequency conflicts, then upgraded to a higher output model for handheld payment processing during events.
- Implemented OneDrive for regular operational backups, and an airgapped encrypted drive for ransomware protection.
- Removed duplicate subscriptions, introduced new technologies as cost-saving measures, delivered price comparison reports and made recommendations to executive management. Migrated Microsoft 365 licenses, OneDrive, Outlook, website files, email services, and domain services between providers three times.
- Diagnosed recurring email deliverability issues — traced them to shared IP blocklisting from a bad hosting neighbor, migrated to a new provider to permanently fix reputation. Configured email authentication (SPF, DKIM, DMARC) to prevent spoofing and improve deliverability.
- Modernized their website and established web analytics for SEO purposes.
- Salvaged parts from two defective PCs for a new office unit that ran for 10 more years. RIP 2026.

PROJECTS

Windows Server and Active Directory (AD) Lab

- Spun up a home lab for structured learning exercises. Windows Server 2022 was used as the base domain controller, then joined to three new Windows 11 VMs as users. Added an assortment of GPOs ranging from password hardening measures, to a standardized background image, and mapped a network drive then implemented a RBAC to enforce privileged access.

Custom Server Build

- Selected and sourced all components for a custom-built server with no vendor documentation available. Assembled the hardware from parts and automated portions of the OS installation and configuration. Set up code linting and error reporting pipelines.

ADDITIONAL EXPERIENCE

Married to an active-duty Navy servicemember during this period — short tenures reflect military relocations.

Library Page

July 2012 – October 2014

Geasa-Marana Public Library

Troubleshooting public computers and printers, taught one-on-one computer classes to patrons, and handled front-desk customer service. First role where I explained technical concepts to non-technical users on a daily basis.

Sales Associate (Seasonal)

October 2014 – January 2015

Best Buy

Sold consumer tech during the holiday season. Leaned on years of PC-building knowledge to help customers pick the right hardware.

Crew Member

January 2016 – October 2016

Dunkin' Donuts

Fast-paced customer service — point-of-sale (POS) operations, cash handling, sales floor. Transitioned to the IT admin contract at Wild Horse Ranch after this role.

EDUCATION

Marana High School

Diploma, May 2012

Honor Roll. Coursework in Computer Programming.