Gabriel Rebolledo

|  |
| --- |
| https://www.linkedin.com/in/gabriel-rebolledo/ | (443) 554-7770 | gabriel.rebolledo4@gmail.com |

Professional Summary

Skilled IT Systems Administrator and Senior Technical Support/Network Engineer with over 12 years of experience providing innovative IT solutions in a number of industries to support and enhance enterprise-level infrastructure. Extensive experience in all aspects of systems and technical administration including strategic plans and roadmaps, IT security, security crisis management, budgeting, cost controls, and team management in support of operations, system optimization, and network enhancements. Skilled in deploying and managing virtualized environments, with a robust background in Windows and Linux server administration. Continually exceeds expectations by building valuable relationships and works well with people at all levels of an organization including stakeholders, management, team members, and clients.

Skills

|  |  |
| --- | --- |
| * IT Infrastructure Design & Engineering * Solution Architecture & Implementation * Large & Complex IT Environments * Project Delivery & Management Lifecycles * Project Implementation & Delivery * Advanced Technical Support Services * Software, Hardware & Network Upgrades | * Systems Optimization & Integration * Technology Solutions & Network Strategies * Technical End-User Support & Troubleshooting * Vulnerability Audits & Security Assessments * Disaster Recovery & Business Continuity * Multilingual in English, Spanish & Portuguese * Excellent Verbal & Written Communication |

Selected Accomplishments

* **Network Performance Optimization:** Successfully managed a complex network environment with over 600 servers and 2500 workstations, achieving a remarkable 99.9% uptime through proactive patching and system updates.
* **Strategic IT Deployments:** Led the design, testing, and implementation of Group Policy Object (GPO) policies, significantly enhancing system compliance and operational efficiency.
* **Advanced Technical Support:** Spearheaded the deployment and management of both Windows and Linux servers in on-premises/virtualized settings, showcasing strong proficiency in VMware vSphere, ESXi, and vCenter Server management.
* **Innovative Problem Solving:** Effectively managed a high volume of up to 80 daily IT incidents, developing support documentation that enabled users to resolve frequent issues independently, reducing system downtime and support calls.
* **Efficient Systems Integration:** Played a key role in configuring and managing hardware, software, and network services for over 600 employees, significantly improving system readiness and user satisfaction.
* **Leadership and Mentoring:** Mentored junior team members and provided comprehensive training to users, enhancing team capabilities and user self-sufficiency.

Work History

**IT Systems Administrator/Network Engineer** 03/2023 to Present

**Maryland State Highway Administration** – Baltimore, MD

* Managing a robust network environment with 600+ servers and 2500+ workstations for 99.9% uptime and secure connectivity.
* Deploying, managing, and troubleshooting Windows and Linux servers in both on-premise and virtualized environments.
* Designing, developing, testing, implementing, and maintaining tailored Group Policy Object policies for the state agency.
* Executing data backup strategies and conducting daily backup storage audits to significantly reduce any data loss risk.
* Using monitoring tools and VMware vSphere, ESXi, and vCenter Server for real-time system health tracking and issue resolution.
* Employing moderate to advanced PowerShell scripting for ongoing task automation and enhancing operational efficiency.
* Installing and configuring various network devices including routers, switches, firewalls, load balancers, and access points.
* Using expertise in virtualization technologies (VMware, Hyper-V), virtual LANs (VLANs), subnets, and IP addressing schemes.
* Proficiently managing technical support through ticketing systems to address hardware, software, and connectivity issues.
* Collaborating with IT teams across Service Desk, End User Support, Database, Web Support, and Application Development.
* Using monitoring tools and advanced automation to track system health, identify issues, and implement proactive solutions.

**End User Support Technician** 05/2020 to 03/2023

**Maryland State Highway Administration** – Baltimore, MD

* Delivered Tier 1/Tier 2 IT support to non-technical internal users through desk side support services for seamless operations.
* Configured hardware, devices and software to set up workstations for more than 600 on-site and remote employees.
* Set up and maintained LAN printers as well as configured and managed virtual machines on VMWare Horizon Console.
* Diagnosed and resolved a range of technical issues to enhance system functionality and optimize virtualized environments.
* Updated software, developed patches and solutions to fix bugs in existing applications, and contributed to software stability.
* Conducted remote and onsite testing as well as provided diagnostics, repairs, and preventive maintenance on hardware.
* Collaborated with 3rd-party vendors to locate replacement components and resolve advanced technical problems.
* Provided comprehensive training to internal and off-site users for optimizing systems maintenance and issue resolution.
* Conducted remote and onsite testing and troubleshooting for various software to ensure operational readiness.
* Spearheaded inventory control measures and replenished/maintained IT equipment, supplies, tools, and replacement parts.
* Mentored less experienced team members to improve customer responsiveness and to work towards one-touch tickets.
* Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.

**Service Desk Specialist**  06/2018 to 03/2020

**TEKsystems** – Catonsville, MD

* Supported onboarding/offboarding processes and managed domain accounts, Active Directory, and software licenses.
* Installed software for users including WebEx, Salesforce, Bloomberg Professional, Microsoft Office, Citrix, and Atlassian suite.
* Provided support for Android and iOS device as well as managed licenses for Microsoft Office 365 and Microsoft Exchange.
* Handled an average of 40 to 80 daily incidents via phone calls, emails, support tickets and remote technical support sessions.
* Utilized expertise in tools like Windows Command Prompt and PowerShell to address user concerns and address IT issues.
* Patched software, installed updates for security and data protection, and diagnosed and resolved system functionality issues.
* Facilitated new employee onboarding with domain account creation, Active Directory, and software license deployment.
* Supported employee offboarding process with account deactivation, equipment retrieval, and exit interview submissions.
* Installed software including WebEx, Salesforce, Bloomberg Professional, Microsoft Office Suite, and Citrix virtual environment.
* Resolved common user concerns by running test scripts on tools like Windows Command Prompt and Windows PowerShell.

**Client Technical Support Sr. Associate** 03/2014 to 11/2014

**DELL**

* Utilized expert troubleshooting skills for MS Office Suite (Word, Excel, Publisher, PowerPoint) and other desktop applications.
* Delivered remote support to end-users through LogMeIn and TeamViewer platforms and fostered a positive client experience.
* Responded to user operational issues with desktop computers, laptops and mobile electronic devices to resolve problems.
* Proficiently handled Active Directory management for user access and ensured seamless, timely user account administration.
* Provided help desk support and leadership for 6 different company campaigns with an average of 30 to 60 calls per day.

Additional Work History

**Technical Support Associate** – Affinity Global, Panama City, Panama – 04/2017 to 07/2017

**Customer Service Agent** – Sitel, Panama City, Panama – 12/2015 to 04/2016

**Research Analyst** – Thomson Reuters, Panama City, Panama – 12/2014 to 02/2015

**Customer Solutions Representative IV** – HP Hewlett-Packard – 04/2013 to 02/2014

**Client Technical Support Senior Associate** – Dell, Panama City, Panama – 01/2012 to 03/2013

Technical Skills

* Operating Systems – Windows Server, Linux (Red Hat, CentOS, Ubuntu)
* Networking – Cisco IOS, Windows Firewall, Wireshark, Putty.
* Virtualization – VMware vSphere, VMware ESXi, Microsoft Hyper-V
* Cloud Services – Azure
* Collaboration and Productivity Tools – Microsoft Office 365 Admin Center, Microsoft Exchange Server Management Console, SharePoint Server
* Monitoring and Management – Forescout
* Security – Firewalls (Windows), DNS, VPN Clients and Servers (e.g., Cisco AnyConnect, OpenVPN)
* Backup and Recovery – COMMVAULT
* Automation and Scripting – PowerShell (for Windows), Bash and Shell scripting (for Unix/Linux)
* Remote Access and Administration – Remote Desktop Protocol (RDP), SSH (Secure Shell), Remote administration tools (e.g., TeamViewer, LogMeIn

Education

**Community College of Baltimore County** – 2021

**Associate of Applied Science** in Cybersecurity

**Universidad Tecnologica De Panama at Panama** – 2017

**Bachelor of Science** in Computer Systems Engineering