CRAIG VELEZ

Systems Administrator • Orlando, FL • craig.a.velez@gmail.com

○ SKILLS ○

IT Service Management

IT Hardware Support

Operating Systems

Virtualization

Backup & Recovery

Network Administration

Network Security

Incident Management

Disaster Recovery

Cybersecurity

Cryptography

○ CERTIFICATIONS ○

Certified in Cybersecurity (CC), ISC2

November 2023

https://my.isc2.org/s/MemberVerification

Credential ID: 1870753

CompTIA Network+, CompTIA

June 2023

http://verify.CompTIA.org

Credential ID: PFTY2WZYE1F415KS

CompTIA A+, CompTIA

June 2023

http://verify.CompTIA.org

Credential ID:
5R9TVGP5GJ411VWX

ITIL v3 Foundation, PeopleCert

Aug 2019

https://www.peoplecert.org/for-corporations/certificate-verification-service

Credential ID: GR750569076CV

💼 EMPLOYMENT HISTORY

Service Desk Analyst Intermediate - AdventHealth

September 2021 — Present

- Facilitated interdepartmental ticket triage and resolution to assist organization in meeting SLAs.
- Led transition of chat support service team to 24-hour model while developing standardized chat support processes, training, and metrics for growing team from 3 to 28 members.
- Provide knowledge documentation, communications, and training materials for Service Desk team.

Service Desk Analyst - AdventHealth

April 2019 — September 2021

- Remote desktop and application support for ambulatory, office staff, and hospital locations.
- Provided level 1 support for Windows OS, Office 365, mobile applications, standard IT hardware, as well as Citrix and VMWare based electronic medical record environments.

Information Technology Specialist - Matrix Medical Network

February 2017 — January 2019

- Mobile device management and health monitoring for remote fleet hardware including tablet, laptop, and networking equipment.
- Provided onsite and remote application and hardware support for call center, administration, and mobile healthcare providers.
- Configured and maintained critical technological systems including PBX VoIP phone systems, building access security systems, and Windows Active Directory User Access and Management systems.

Tech Support Representative - Simsol Software

October 2015 — February 2017

- Provided remote technical assistance to software solution clients including software configuration, utilization, and resolving known and unknown errors.
- Performed testing and bug detection for software updates.

Frontend Developer - Designzillas, LLC

October 2012 — October 2013

- Developed clean and professional web interfaces in an Agile workflow and Scrum methodology.
- Involved in defining project direction, design concepts, development stages, and project launch.
- Launched and maintained projects within Linux hosting environments.

🎓 EDUCATION

Bachelor of Science, Information Technology, The University of Arizona Global Campus, Chandler AZ

April 2021 — September 2024

High School Diploma, Crooms Academy of Information Technology

2004 — 2008