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SUMMARY

IT professional with 20+ years in support, system administration and management roles with expertise in implementing network/system security measures to protect data, software, and hardware. Unix/Linux and open source software enthusiast, skilled in hybrid networking, infrastructure, and information security, ready to strengthen any organization's security posture and resilience while supporting end-users, customers & partners.

KEY QUALIFICATIONS

- **IT System Administration:** Manage and maintain computer hardware, systems software, applications software, and all configurations, including servers, workstations, and network devices, to ensure optimal performance and efficiency in supporting business workflow. Conducted regular monitoring and analysis of system performance, identifying areas for improvement and implementing changes to improve system efficiency and reduce downtime.
- **Data & Network Protection:** Ensure system protection with strong firewall configuration and authentication management while preventing unauthorized access and breaches.
- **Infrastructure Management:** Developed and implemented Basic scripts to automate administration tasks, such as backup and restore procedures, and to resolve performance problems, such as network congestion and disk space issues. Configured and optimized systems software, including operating systems and databases, to meet business needs and improve system efficiency.

SKILLS

- IT Asset management, virtualization, cloud computing, Azure
- Network access & Security Control
- Network & Information System management, Microsoft 365
- Technical writing & Documentation, Communication & Leadership
- Customer Satisfaction - Staff Onboarding
- JIRA, ServiceNow, SCCM
- Bilingual, French & English

CERTIFICATIONS & TRAINING

- **CompTIA Security+**, SY0-701
- Certified In Cybersecurity (**ISC2**)
- Certified Associate in Cybersecurity (**FORTINET**)
- Endpoint Detection and Response (**QUALYS**)
- FCF Threat Landscape 2.0 (**FORTINET**)
- JNCIA (**JUNIPER**) & CCNA (**CISCO**)
- Multi CCloud Computing Hands-on Training (**The Cloud Bootcamp**)

EDUCATION

- **Computer Science**, major: Networking & System Administration, *Ecole Supérieure d'Infotronique d'Haiti (ESIH)*
- **Linux Server Administration**, RHCSA *Agence Universitaire de la Francophonie (AUF)*

PROFESSIONAL EXPERIENCE

- Synergy Sports**, A Division of Sportradar (USA | Belgium) July 2021 - Current
Automated Production Technical Engineer (Remote)
- *Leveraged Open Source, Computer Vision, and AI for Production Automation*
 - *Sport Data Analytics Using Distributed Data Warehouse and SaaS Platform*
 - *Software integration, application support & training*
 - *Managed on-premises & Cloud infrastructure commission & configuration*
 - *Software Release testing, L3 support, System management*
- Conn's HomePlus** (Houston, Texas/USA) Apr 2018 - July 2021
IT Service Technician - Customer-Focused Problem Solver
- *Hardware & Platform support*
 - *In-depth technical Issue Diagnosis, High-Quality Repair Execution*
 - *IT Issue resolution, Break/fix, Documentation Management*
- CSAT Solutions LP** (Houston, Texas/USA) Feb 2018 - Apr 2018
WUR Technician
- *Certified Dell Computer Repair, Technical Troubleshooting*
 - *Whole Unit System Repair, IT Asset Management*
- Outsource** (Houston, Texas/USA) Sept 2017 - Apr 2018
Data & Voice Cable Technician - Freelance
- *Structured Network Cable Planning and Installation*
 - *LAN Wiring System Maintenance*
 - *Patch Panel and Rack Management*
- RTI International - USAID** (Port-au-Prince, Haïti / Raleigh, NC/USA) Aug 2014 - Aug 2016
IT Specialist 2 - Supporting SMB, Value Chain Enhancement, LEVE
- *Client-Server Environment Installation & Security Configuration, AD, Samba*
 - *Network Management and Monitoring Systems Installation, VPN, JunOS*
 - *Mixed Environment & Platform Integration, Windows, Linux, Apple*
 - *Data Backup, Disaster Recovery Operations & Business Continuity*
 - *IT Asset Management & Enhance Security Protocols, Intranet, Firewall*
 - *Vendor and Provider Liaison, Supply Chain Management, IT Ops*
- DAI Inc. - USAID** (Port-au-Prince, Haiti / Bethesda, MD/USA) Jul 2007 - Jun 2014
IT Support Specialist - HMSME, DEED, HRI, PSP
- *Enterprise Server Management, Active Directory, SharePoint*
 - *User Account and Access Control Management, GPO, ACL, IAM*
 - *Network Configuration and Monitoring, VPN, Firewall*
 - *ServiceNow Ticket System Management, L1-L3 Support, Remote branch support*
 - *IT Staff Training and Support, Onboarding - Offboarding, Phishing Campaign*
 - *MS Windows Server, Linux Server, VoIP, Backup Server, App server support*