Joe Quijada

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Skills

- **Languages**: Proficient in oral and written Spanish

- **Software**: Python, SharePoint, Security management (MacAfee ePolicy Orchestrator 4.5), HTML 5, SQL, Microsoft Office 2010, 20016 (Word, Excel, Access, Publisher, and PowerPoint) LINUX

- **Hardware**: Computer assembly and disassembly, comfortable with Cisco IT Essentials,

- **Networking:** Run cables, troubleshoot connections, identify and activate external ports (USB, serial, parallel, VGA, etc.) - Connect hardware (hubs, switches, cat5 cable, patch panels) - TCP/IP concepts (DHCP, DNS, firewalls, Private vs. Public IP, different classes) - TCP/IP settings (IP address, subnet mask, default gateway, DNS servers) - TCP/IP tools (ipconfig, ping, tracert)

- **Certification(s)**: CompTIA A+, Forklift Operator

Experience

Cornerstone Brands

Phoenix, AZ

IT and Network specialist
March 2022 – Present

- Supported application teams by building and maintaining robust database infrastructure, utilizing logical and physical data models.

- Provided production support for backup and recovery and participated and supported initiatives for disaster recovery planning, and problem resolution utilizing root cause analysis.

- Identified and administered security requirements in support of applications through test and production.

- Managed projects across multiple server/client configurations.

- Implemented and maintained database security guidelines and setup permissions.

- Operating in tight spaces, ran cables, installed hardware, and improved physical security around their assigned data center.

Maricopa Community College   **Phoenix, AZ**
System and Network specialist   *November 2021 – Present*

- Security access management

- Troubleshoot user errors

- Part-time

- Involved in PeopleSoft Application upgrades.

- Comprehensive experience in setting up security in HRMS, Financials, CRM, EPM, and Portal environments.
- Worked closely with Finance/Accounting personnel and technical support and other personnel to troubleshoot and resolve system issues related to PeopleSoft Financials and Human Capital Management (HCM) applications.
- Maintained and ensure the appropriate PeopleSoft security for end users

ADOT　　　　　　　　　　　　　**Phoenix, AZ**
PC/LAN Technician　　　　　　*November 2021 – March 2022*

- Investigated network issues which led to the solution of long-term network
- Resolved user questions and issues in a fast past, high pressure environment.
- Reimaging
- Support executives
- Worked with AD (active directory) to create and disable account
- Performed troubleshooting tasks and resolved web application issues
- Improved reliability of supply chain software, systems, database and order processing
- Support team for any questions or concerns
- Influenced IT strategic vision and helped to drive key departmental objectives
- Served as operating system expert, providing technical support for the entire organization

PSCU　　　　　　　　　　　　　**Phoenix, AZ**
Security Access Administrator　　*August 2020 – September 2021*

- Completed requests for access to any and all applications using the procedures.
- Trouble shoot access problems for applications.
- Created, modified, and disabled user accounts base on authorized forms.
- Created, modified, and disabled user accounts base on authorized forms.
- Renewed RSA tokens
- Created accounts, groups, and etc on AD
- Used Service now ticketing system and remedy

Dignity Health   **Phoenix, AZ**
End User Services   *January 2018 – April 2020*

- Performed hospital site survey of 9 floors and created tracking system in order to lead a team of three through a 6month+ project, resulting in thousands PC & other hardware upgrades throughout the site. Leveraged multiple blueprints to ensure success of project.

- Daily focus on closet work including cable management and server maintenance.

- Troubleshoot computers for internet connectivity, consistently problem-solving LAN/WAN issues, ethernet cables connections, coaxial cabels connections.

- Installed, serviced, and disconnected residential video, data and voice services.

- Troubleshoot server malfunction daily with software's such as MS4, Cerner, and etc

- Provided database and record keeping support

- Registered the daily donations and drafted daily acknowledgement letters to major donors

- Created weekly reports for prospect research and worked on several data entry cleanup projects

- Assisted the organization's annual fundraising event, Savor the Greenbelt

American Furniture   **Phoenix, AZ**
Puller   *March 2015 – June 2016*

- Operate forklift; stacked pallets and cardboard boxes.

- Efficiently carried out all orders of the supervisor.

- Assure stock and warehouse facility maintains a safe and clean orderly condition.

Education

Gateway Community College   **Phoenix, AZ**
Cyber Security Training   *August 2017 – June 2018*

- Relevant Courses: Info systems, Linux Operating System, MS Networking Essentials

- Cyber Security Warfar Range: Python, C+, C++, Java Script, & Network Security.

- Created, reviewed and implemented maintenance plans on production servers.

- Installed SQL Server 2005 for new servers as well as in-place upgrades to 2005 on 2000 servers.

- Created and maintained documentation for DBA standard operating procedures.

- Supported clustered and non-clustered environments as well as log shipping for disaster recovery.

- Monitored and solved performance issues.

Estrella Mountain Community College   **Phoenix, AZ**
Pursuing Information Technology Associates   *2021 projected completion*

Awards and Honors

                                                                                                              Phoenix, AZ

- National Kidney Foundation: Make a difference   *June 2016-June 2016*

- *Toast Master*   *September 2017- November 2017*