

Rene Ramirez Delgado

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System Administrator and former IT consultant with 5 years of experience architecting hybrid cloud environments and enterprise physical infrastructure. Proven Record of reducing operation overhead through PowerShell automation, Microsoft Intune zero-touch deployments, and massive scale network hardware refreshes (Cisco, Fortinet, Ubiquiti). Demonstrated history of translating complex business requirements into high availability technical solutions

Professional Experience

System Administrator | Fremont, CA | *Mattson Technology*

Jan 2025 - Present

- **Automated Provisioning:** Decreased endpoint provisioning time by 95% (5h to 15min) by architecting a zero-touch Windows Autopilot deployment strategy, utilizing Intune to push department-specific configurations during user login
- **Hybrid Cloud & Infrastructure:** Designed 50+ modular Intune compliance policies to fortify Data Loss Prevention(DLP) and replace legacy GPOs, securing hybrid endpoints across 5 international locations(Taiwan, Japan, Korea, Mexico, India)
- **Scripting & Automation:** Eliminated 15 hours of weekly manual overhead by engineering PowerShell scripts and leveraging Microsoft Graph API to automate device synchronization across hybrid Entra ID and on-premise Active Directory (AD)
- **Security & Architecture:** Drove endpoint encryption to 85%+ via BitLocker/LAPS and standardized IT operation by deploying a self-hosted Wiki.js instance for centralized SOPs, live service monitoring and internal project tracking

Desktop Support Technician | Fremont, CA | *Mattson Technology*

Nov 2024 - Jan 2025

- **High-Velocity Support:** Secured Promotion to SysAdmin within 8 months by maintaining 10-15 minute resolution times for 100+ monthly tickets and executing a 100-device refresh.

IT Consultant (Lead IT Technician) | San Francisco Bay Area, CA | *Ramdel IT Services*

Jan 2022 - Jan 2025

- **Enterprise Infrastructure:** Engineered retroactive network upgrades for over 50+ Grocery Outlet locations, collaborating with corporate engineering to optimize Cisco/Juniper AP placement for near-zero connectivity issues
- **Network Hardware:** Deployed enterprise network stacks cisco Catalyst 9000, fortinet, Juniper and Sonic-Wall - to support high-availability environments and physical server infrastructure for clients including JP Morgan Chase
- **Operation & Leadership:** Scaled project delivery by recruiting and training junior technicians in IT workflows while providing desiccated Tier 1/2 support and device provisioning for key accounts like Marin Housing Authority

Information Technology Field Technician | Las Vegas, NV | *AMG Tech Support*

Mar 2020 - Mar 2022

- **On-site Support:** Executed physical Layer 1 network builds-outs(Cat5e/6, Demarc) and lifecycle management for POS Systems and enterprise hardware across 50+ retail and project sites

Technical Projects

Enterprise-Grade Home Data Center | *Proxmox, TrueNAS, Unifi, Docker, & Ansible*

- **Infrastructure as code & Computer:** Architected a high-availability hypervisor environment utilizing proxmox VE to host Ubuntu and windows server VMs, standardizing system deployment and patch management across the environment utilizing Ansible and docker compose
- **Network engineering & Security :** Engineered a micro-segmented network architecture utilizing a Unifi Dream Machine and 10GbE core switching deploying strict VLAN subnets to isolate IoT, Unifi Protect camera, and server environments.
- **Zero-Trust Access & Web Hosting:** Secured external access to self hosted family business websites and internal services by implementing Cloudflare reverse proxies with verified SSL certificates while restricting remote administrative access utilizing Twingate VPN
- **Storage & Disaster Recovery:** Provisioned a 10GbE storage backbone leveraging TrueNAS and ZFS pools for high-bandwidth media streaming, implementing a hybrid disaster recovery strategy with local HDD redundancy and automated offsite replication to Backblaze
- **Enterprise R&D Pipeline:** Utilized this environment as a testing sandbox for Open-source container services (Portainer, MariaDB, Pi-hole, Nextcloud), successfully migrating vetted solutions (such as Wiki.js)into Mattson Technology's production environment to eliminate software licensing costs

Education

CompTIA A+ Certification | CompTIA, Online

May 2023

- Validating essential technical skills in computer hardware, software troubleshooting, and network fundamentals

Google IT Support Professional Certificate | Coursera, Online

Feb 2021

- Hands-on IT support program that covers troubleshooting, customer service, networking, operating systems, system administration and security, an 8-month curriculum completed in 1 month