ALBERTO ALVARADO System Administrator | Network Administrator

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Summary

Highly motivated and results-oriented IT professional with over 20 years of experience in network administration and cybersecurity. Proven track record of delivering effective solutions, improving network performance, and ensuring smooth IT operations. Possesses strong technical skills and certifications in Cisco, Palo Alto, and other industry-leading technologies. Passionate about learning and continuously improving in the ever-evolving IT landscape.

Education

- Bachelor of Computer Science, Universidad UCA Costa Rica, May 2019 - 2022

- **Professional Certifications:** CCIE, PCNSE, Panorama Administration, FortiGate Firewalls, Cisco ASAs, Machine Learning, and Blockchain

Skills

- **Technical Skills:** Microsoft Server/Linux Server, Cisco CLI, Switches/Routers/ASAs/Nexus, Palo Alto/Panorama Administration, Integrations with Expedition, Visual .Net, Cybersecurity, PCI DSS

- **Soft Skills:** Customer-focused, problem-solving, analytical, communication, teamwork, leadership

Work Experience

Hybrid Cybersecurity Engineer, Palo Alto TAC, Movate (October 2022 - Present)

- Resolved complex cases involving BGP, UserID, AppID, SDWAN, IPsec, LAN, WAN, security, licenses, threats, etc., achieving a 100% customer satisfaction rate.

- Provided technical support and guidance to internal teams and external customers.

- Stayed up to date on the latest cybersecurity threats and vulnerabilities.

Remote Senior Network Administrator, Support Services Group (December 2020 - July 2022)

- Led the migration from Cisco ASA/FortiGate to Palo Alto, Panorama, and SD-WAN, resulting in a 20% improvement in network performance and a 15% reduction in downtime.

- Managed a hybrid network environment consisting of 200+ devices across 10+ branch offices and data centers.

- Provided technical support to remote users and ensured network uptime and stability.

Remote IT Director, BallenaMedia (February 2017 - December 2020)

- Spearheaded PCI compliance initiatives, resulting in $100,000 annual savings after implementing internal processes.

- Implemented automated scripts to resolve common help desk issues, increasing efficiency by 30%.

- Managed a team of IT technicians and oversaw all IT operations.

Onsite IT Director, Vialinx S.A (January 2012 - February 2017)

- Implemented cost-saving measures resulting in approximately $200,000 to $300,000 annual savings by transitioning outsourcing services to internal support with a small team.

- Optimized network and systems administration, ensuring business continuity and uptime.

- Provided technical leadership and support to all internal departments.

Projects

- **Support Services Group:** Led the migration project from Cisco ASA/FortiGate to Palo Alto, Panorama, and SD-WAN, ensuring a smooth transition and improved network performance.

- **BallenaMedia:** Spearheaded PCI compliance initiatives, resulting in $100,000 annual savings after implementing internal processes. Implemented automated scripts to resolve common help desk issues, increasing efficiency.

- **Vialinx:** Implemented cost-saving measures resulting in approximately $200,000 to $300,000 annual savings by transitioning outsourcing services to internal support with a small team.

Interests

Economy, Basketball, Chess, Guitar, Music, Learning, Cybersecurity (Optional: You can remove this section if you feel it's not relevant to the jobs you're applying for)