

# GIOVANNY JR VALERIO PERDOMO

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## PROFESSIONAL SUMMARY

Dedicated IT technician with a background in customer service and a lifelong passion for technical problem-solving. Committed to delivering efficient support and clear communication to resolve complex user issues. Driven by a genuine love for technology that fuels a deep desire to understand how systems work, how they fail, and how to make them better. That curiosity and dedication translate into every professional environment, turning complex problems into opportunities to grow and deliver real impact.

## CORE COMPETENCIES

Technical Troubleshooting | Active Directory Administration | User Access & Identity Management | Ticketing Systems (osTicket) | Windows & iOS Support | Network Connectivity Diagnostics | Remote Support (RDP / SSH) | Data Closet Mounting & Racking | Hardware & Peripheral Support | Incident Monitoring & Escalation | System & Infrastructure Monitoring | Customer Service & Issue Resolution | VPN Configuration & Testing | Cloud Environment Management (Azure) | Documentation & Knowledge Tracking | Security & Compliance Awareness

## EDUCATION

**Lehman College, City University of New York — Bronx, NY**

- Bachelor of Arts in Computer Science • Graduated

**Certifications** - CompTIA A+ Certification | Course Careers IT Certification | CCNA 200-301 - In Progress

## TECHNICAL TOOLS

VirtualBox | Windows Server 2019 | Active Directory Users and Computers (ADUC) | IIS (Internet Information Services) | osTicket | Wireshark | Microsoft Azure | RDP (Remote Desktop Protocol) | SSH | PowerShell | Linux (Ubuntu) | Python | Cisco Catalyst 2960X | Cisco 1900 Series | Cisco ASA 5506-X | PuTTY | Cisco Packet Tracer | iOS | Network Rack | Patch Panels | Proton VPN | DNS & DHCP

## CAREER HISTORY

**Console Operator — BNP Paribas, New York, NY**

**January 2026 – Present**

- Conduct daily inspections of 10 IDF rooms and equipment environments to verify stable operating temperatures and hardware integrity across critical banking infrastructure.
- Monitor enterprise consoles to detect and respond to irregular activity, preventing service degradation across high-availability banking operations.  
Manage user credentials and temporary access for 6–8 accounts daily, maintaining compliance with internal security and access control standards.

**Front Desk Agent — MJHS**

**Full-time | Feb 2021 – Jun 2025 | New York City Metropolitan Area | On-site**

- Served as the primary point of contact in a high-volume healthcare environment, managing 200–300 patient and visitor inquiries daily with accuracy and professionalism.
- Routed inquiries and requests across 28 departments, ensuring issues were resolved efficiently and information reached the correct teams without delay.
- Maintained precise digital records within proprietary systems, reducing data inconsistencies and supporting continuity of care across departments.

## TECHNICAL PROJECTS

**CCNA Physical Network Lab & Infrastructure Deployment**

- Engineered a 20U Network Rack featuring a Cisco 1900 Series Router, Catalyst 2960X Switch, and ASA 5506-X Firewall to replicate an enterprise-grade network environment.
- Installed and punched down a Patch Panel to manage physical cable distribution and maintain clean data closet organization.
- Configured VLANs, 802.1Q trunking, and Inter-VLAN routing via PuTTY CLI to simulate production network segmentation.

**Azure Network Traffic & VPN Configuration Lab**

- Designed a dual-system cloud environment in Microsoft Azure using a structured VNet and subnet architecture.
- Conducted packet-level inspection of ICMP, DNS, DHCP, and SSH protocols using Wireshark to validate connectivity paths.
- Validated VPN encryption and IP obfuscation through multi-endpoint testing to confirm secure remote access configurations.

**osTicket Ticketing System Lifecycle Lab**

- Architected a virtualized enterprise environment using VirtualBox, deploying a Windows Server 2019 Domain Controller to provide centralized DNS and IIS-hosted web access for the osTicket platform.
- Joined Windows 10 Enterprise endpoints to the domain, enabling seamless connectivity between end-user portals and the administrative help desk.
- Administered the full ticket lifecycle within osTicket across 5–10 simulated tickets, configuring SLA plans, department-based routing, and automated escalation workflows.
- Provisioned and managed 10–15 user accounts in Active Directory (ADUC), troubleshooting Role-Based Access Control (RBAC) to enforce proper permission levels for agents and end-users.