

Eleido (Ben) Rodriguez Matias

Silver Spring, MD | <https://www.linkedin.com/in/eleido/>

Professional Summary

Dynamic and creative IT professional located in the DMV area with over nine years of experience in the IT field on the staffing, healthcare, education, and IT outsourcing industries. Looking for new challenges, learning new technologies, and making a big impact in the Cybersecurity world. Advance knowledge in Operating systems, Networking, Security, and Database fundamentals. Experience includes System Administration, IT Specialist, and QA Analyst. Desire to improve and increase programming and scripting skills. Excellent interpersonal and communication skills, customer service, organizational, and leadership qualities. Fluent in English and Spanish.

Technical Knowledge

- **Cloud:** AWS, EC2, RDS, S3, Route53, VPC, CloudWatch, CloudTrail, GuardDuty, Security Groups, NACLs
- **Server:** WS (12R2, 16 and 19,) Active Directory, DC, GPO, SCCM, WSUS, VMware, IIS, Apache
- **Network:** TCP/UDP, DNS, DHCP, NAT, WAN/LAN, VOIP, VPN, Load Balancing, RDCM
- **Security:** PKI, SIEM, ACL, BitLocker, LDAP, DLP, McAfee EPO, Splunk Cloud, VIPRE, MFA, SSL Cert.
- **Coding:** C++, Python, Java, PHP, JavaScript
- **OS:** Windows 10, Linux (Ubuntu, Kali, Red Hat,) Apple Mac OS
- **Tools:** Putty, Wireshark, PRTG, Spiceworks, ServiceNow, LogMeIn, VNC, TeamViewer, PowerShell, Terminal
- **Support:** Office Suite, WebEx, Skype for Business, IE, Chrome, Mozilla, Adobe Acrobat, Citrix, Dell, HP
- **Mobile:** iOS, Android, AirWatch, MDM, VMware Boxer, Symantec VIP Access, Google Auth, Duo

Certificates

- **CompTIA Security+**(Expire in 2022)
- **CompTIA Network+**(Expire in 2022)
- **AWS Certified Cloud Practitioner** (In progress)
- Microsoft MTA:
 - Networking fundamentals
 - Security fundamentals
 - Server fundamentals
 - Operating System fundamentals

Education

Bachelor of Science in Computer Science
The City College of New York - 2012

Work Experience

IT System and Support Administrator

Sparks Group Inc. (Staffing)

Rockville, MD

01/2020 - Present

- Supervise, and support Windows and Linux Servers environment by applying controls and best practices when securing and patching network and system configurations hosted in AWS;
- Manage and troubleshoot Office 365 suite by creating and removing users, changing phishing and spamming policies, and overseeing the different services such as MS Teams, Exchange, SharePoint and Security Center;
- Troubleshoot and analyze logs file, vulnerability reports and error message produce by security tools and network equipment such as routers, firewalls, switches, and Wi-Fi access points;
- Responsible for receiving, tracking, and resolving tickets that are reported in IT Ticketing system;
- Monitor network connectivity and server performance using tools such as PRTG and Wireshark.

Desktop Support Specialist

- Mount Sinai Health System (Healthcare)* New York, NY 11/2017 - 07/2019
- Assisted over 700 end-users with domain accounts and privileges issues by applying changes in Active Directory;
 - Resolved over 200 cases where end users were trying to connect through VPN and their connection was rejected or blocked by troubleshooting error messages and applied hot fixes to their devices;
 - Created reports and resolved account locking issues with Splunk by identifying logs of authentication failures;
 - Provided windows 10 and mac OS support for over 1000 end-users, including troubleshooting and training within a critical health care environment.

IT Consultant (Local Technician)

- Self-Employed* New York, NY 01/2017 - 11/2017
- Served as a Local IT Technician for fixed and configured IT equipment for private clients.

IT Support Manager/Systems Administrator

- ITSC Community College (Education)* Santo Domingo, Dominican Republic 08/2014 - 01/2017
- Led team of six technicians to ensure end-users were provided with timely and high-quality service;
 - Managed ITSC's O365 services with more than 8000 mailboxes by making sure that the service was available to all users, updated distribution lists and audited wrong use of accounts;
 - Controlled and supported ITSC's Windows Servers 2012/2016 farm, SCCM, Active Directory and Azure environment to assure functionality, availability and security.

QA Analyst for the Verizon BC project

- Newtech S.R.L. (IT Outsourcing)* Santo Domingo, Dominican Republic 12/2013 - 05/2014
- Improved software quality through changes in business processes and the implementation of quality assurance standards.

IT Specialist

- NYC Department of Education (Education)* New York, NY 10/2010 - 06/2013
- Provided Tier 1 and 2 technical support for 64 staff and 360 students by providing problem troubleshooting and assistance;
 - Served as Tier 1 network technician providing support to LAN and wireless connectivity issues;
 - Troubleshot security issue detected by Symantec endpoint protection by quarantine and clean Worse, Trojan and Spyware.

Internships

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|-----------------------------|-----------------|-------------------|
| NYC Department of Education | IAM Helpdesk | 11/2009 - 05/2010 |
| NYC Department of Education | PEAK Enrollment | 08/2009 - 09/2009 |
| Bronx Community College | IT Department | 02/2008 - 06/2008 |