

Nicholas Orozco

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Skills

- ◆ Windows Server, Intune, Entra ID
- ◆ MacOS, iOS, Addigy MDM
- ◆ PowerShell and Python scripting
- ◆ VPN Deployment: Cisco, FortiGate, Ubiquiti
- ◆ Debian Linux
- ◆ Firewall, VoIP, and NVR Configuration
- ◆ Microsoft 365 and G-Suite
- ◆ User Training; Technical Writing

Experience

Freelance

Contract Technician Aug 2022 – October 2024

- ◆ Dell: Image and deploy workstations/laptops
- ◆ HP: Assess customer inventory for deployment planning
- ◆ Nereid Labs: IT optimization, custom workstation/server builds, data recovery, mesh wifi planning

Framework Studio

Systems Administrator Aug 2022 – October 2024

- ◆ User account management in M365, Google Workspace, Adobe, Slack, and all on-prem servers.
- ◆ Workstation and server deployment
- ◆ Hyper-V administration
- ◆ Set firewall policies and related traffic alerts
- ◆ Monitor vulnerability scans and plan remediations.
- ◆ Software license inventory tracking

UCLA Health

Desktop Support Specialist May 2021 – June 2022

- ◆ Track support tickets in ServiceNow
- ◆ Create and manage Active Directory objects for workstations
- ◆ Troubleshoot VPN connectivity for remote users
- ◆ Produce how-to videos for common tasks and helpdesk situations

DTiQ

IT Business Analyst Feb 2016 – Jan 2017

- ◆ Gathered product requirements for internal and customer applications
- ◆ Performed preliminary testing of products; worked with QA to outline test goals
- ◆ Provided Tier III technical support and tracked vendor escalations
- ◆ Worked with team leaders to discuss and implement workflow improvements

Micron Environmental Labs

Lab Analyst Feb 2010 – July 2015

- ◆ Prep asbestos PLM, lead paint, and mold air/tapelift samples for analysts
- ◆ Record and triage incoming samples
- ◆ Generate analysis reports for clients
- ◆ Analyze asbestos PCM cassettes and bulk PLM samples

Education

De Anza College
Computer Information Systems