

RICHARD PENA

Waukegan, IA · (347) 360-6264

richardp3na@icloud.com · [linkedin.com/in/richardepena/](https://www.linkedin.com/in/richardepena/)

EXPERIENCE

SR. NETWORK ADMINISTRATOR

INNOVATION REFUNDS, JUL 2023 – PRESENT

- Installation, configuration and problem resolution of Network switching.
- Installation, configuration and problem resolution of Firewalls.
- Install and terminates Cabling as needed.
- LAN switch and router management via telnet and web interface.
- Manage and monitor the Zone Security, Security and NAT Policies
- Manage Network Hardware (Extreme networks, Palo Alto Firewall, Cisco and Aruba Networks)
- Manage and monitor email traffic for scam and fraud prevention in Darktrace.
- Keep records of procedures and document support. (Knowledgebase)
- Work closely with users to determine needs and define problems; instructs user in the use of network and other data communication systems
- Manage VOIP (Dialpad, Zoom) IVR, Contact Centers and Departments.
- Manage Zoom Accounts
- Company Domains administrator (Cloudflare)
- Administrate various administration consoles (GSuite, Slack, O365, Dialpad, Ring central, HubSpot, Zoom, Teams, Adobe, Azure, Exchange, Active Directory, Okta, Notion).

IS SYSTEM ADMINISTRATOR

INNOVATION REFUNDS, JUN 2022 – JUL 2023

- Setup new users Apple and Windows Devices
- Onboard New users and create accounts on AD, GSuite, O365, Azure, Exchange, HubSpot, Slack
- Offboard users and deactivate accounts from, GSuite, O365, HubSpot, Slack, Dialpad and Quick pass.
- Administrate various administration consoles (GSuite, Slack, O365, Dialpad, Jamf, Ring central, HubSpot, Zoom, Teams, Adobe, Azure, Exchange, Active Directory, Okta, Notion).
- Responsible for hardware acquisition.
- Responsible to implement, and test new technologies like, Dialpad, FAQ Bot and HighQ for Legal
- Administrate RDS environment for Windows users.
- Support end-users with the company technology issues.
- Create new procedures and document them in Notion.
- Document and update all service tickets in ConnectWise.
- Manage and monitor the Network traffic and security policies.
- Manage Network printers

DESKTOP SUPPORT ANALYST II

STONEX, AUG 2020 – JUN 2022

- Setup and install new laptops with monitors, Docking Station, Keyboard, and mouse.
- Support user's OS remotely via Rescue Me (LogMeIn), Remote Desktop Connection (RDC) and SCCM Remote Control.
- Manage user's account on Active Directory (AD)
- Enroll users' devices on Intune account (Microsoft Azure Directory)
- Support/Install/Configure Cisco IP Phones and Conference Phone System.
- Create document support for better user's assistance and guidance.
- Assist Security IT Operations (SecOps) to identify compliant software's before installing them.
- Support VPN Connection in applications (Global Protect and Cisco AnyConnect).
- Traders' application support (ICE CHAT, QST, ProphetX, Eikon,)
- Resolve and document Incidents and Task tickets before SLA breach on Fresh Service ticketing system.

EDUCATION

AUG 2004 – DEC 2005

COMPUTER SCIENCES, APEC. DOMINICAN REPUBLIC

JUL 2004

HIGH SCHOOL, CENTRO EDUC. PROF. SANTIAGO. DOMINICAN REPUBLIC

CERTIFICATIONS

- Palo Alto Networks | User-ID
- Palo Alto Networks | Next-Gen Firewall Setup and Management
- Mimecast Secure Email Gateway – Warrior | Exp. Sept 17, 2024
- Dell – Tech Direct 1000 Client Foundations | Exp. Mar 2025
- HDI – Desktop Advance Support Technician | Granted Jul 25, 2021

SKILLS

- Switches, Firewalls, VPN, LAN, WAN
- Mac Support
- Mimecast / Darktrace administrator
- Jira Administrator (JSM)
- Jamf Connect
- Bilingual (Spanish Fluent)
- Windows 10, 11 Support
- Desktop Support and Customer Services
- Microsoft Azure, MS Exchange, MS 365 Admin

AWARDS AND ACKNOWLEDGEMENTS

I always have been recognized for being a person who likes to find the root cause of every issue and not cease until I get it resolved and always take initiative and bring fresh ideas for any project, either personal projects, individual team member projects, or a project that involves the entire team or the Company.