

Daniel Feldman

IT Systems Administrator Profile

Email • Phone Number
LinkedIn • City, State Zip Code

Network+ Certified Professional with 4+ experience installing/configuring software and hardware, monitoring system and network security, maintaining CRM systems, and managing client accounts. Well-prepared to install, configure, and maintain organization's LAN, WAN, and internet systems. Adept at administering computer networks with associated computing environments covering hardware, systems software, applications, and configurations. Experienced in identifying account growth opportunities; monitoring account performance and resolving issues that enhance customer experience. Articulate communicator, bilingual in English and Spanish languages with demonstrated ability to liaise with cross-cultural team members and simplify complex information.

Areas of Expertise

- Systems & Network Administration
- Onsite & Remote Technical Support
- Client Account Management
- Soft/Hardware Installation & Configuration
- Continuous Process Improvement
- Revenue & Sales Growth
- Data & Asset Protection
- Strategic Planning & Execution
- Regulatory Compliance

Technical Proficiencies

Hardware: Cisco Routers, Switches, Firewalls, VPN, Network & Device Troubleshooting
Protocols: TCP/IP, DNS, DHCP, HTTPS, VOIP, UDP
Operating Systems: Windows, macOS, Linux, Android

Certifications

CompTIA Security+ | CompTIA – Online In Progress

- Established a strong foundation in cybersecurity such as threat assessment, network security, and risk management.
- Studied compliance standards along with incident response strategies required to overcome real-world cybersecurity challenges.

CompTIA Network+ | CompTIA – Online 2024

- Comprehended networking concepts, including designing, managing, and troubleshooting wired and wireless networks.
- Gained valuable knowledge of network architecture, protocols, security, and standards along with network configuration, subnetting, and implementation of security measures.

Education

Bachelor of Science Psychology | Florida International University – Miami, FL 4/2014

Career Experience

Junior Technical Assistant | Pullwax – Miami, FL 4/2024 – Present

Contribute towards seamless and high-quality service delivery by maintaining liaison between technical staff and non-technical users. Assess and translate users' needs into actionable tasks and solutions with a focus on user experience. Streamline day-to-day operational activities and improve productivity by providing technical assistance to team members and remote support to users. Ensure full compliance with company policies and procedures as well as escalate cases of non-conformance for resolution.

Key Accomplishments:

- Set up, configured, and maintained company computers along with peripherals and accounts while assigning suitable security levels and promoting end-user awareness.
- Highlighted and escalated potential security incidents as well as gathered and provided information.

Senior Sales Account Manager | USB Memory Direct – Hollywood, FL 4/2022 – 4/2024

Contributed towards revenue growth through relationship building with key clients. Strengthened client relationships while facilitating the development and execution of account strategies as well as administering client inquiries and delivering innovative solutions.

Key Accomplishments:

- Played a vital role in installing, maintaining, and troubleshooting data storage equipment as per company policy.
- Generated \$1000K in sales through strategic planning and cross-selling.

Manager and Head of E-Commerce Sales | Gametraders and Cellulars LLC – Miami, FL 1/2020 – 4/2022

Ensured informed decision-making based on data and analytics that drive business improvements. Administered payroll and bookkeeping for 5+ cross-functional employees.

Key Accomplishment:

- Upgraded technology infrastructure in liaison with the IT department, which optimized operational efficiency and data security.