

ATTILA E. PUPPAK

Cloud Engineering and Network Administrator

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Spanish English Basic Hungarian

EXPERIENCE

Desktop Support Specialist and IT Technician

Great Clips

10/2022 - 05/2024 Austin, TX, United States

Managed the installation and upgrade cycle for company-issued iPads to ensure optimal performance with the new Point of Sales (POS) system. Conducted troubleshooting and resolved network configuration issues related to the new POS system, resulting in enhanced system stability and efficiency.

- Drastically boosted network performance by systematically replacing Ethernet cables, resulting in a remarkable 100% improvement in connectivity and data transfer speed.
- Design and implement robust, redundant, and high-availability network architectures for both LAN and WAN using Cisco Meraki Wireless Switches that implement advanced routing, Layer 2 (L2), and Layer 3 (L3) switching technology.

Junior Network Administrator

Robert Half

08/2021 - 05/2022 Fort Lauderdale, FL, United States

I installed and upgraded desktop computers, laptops, and printers while configuring Cisco routers and switches. Skillfully utilizing Ethernet cables, I seamlessly connected all essential devices. Additionally, I proficiently established and managed Microsoft Active Directory to support end users

- To ensure high availability, I crafted robust LAN and WAN architectures with advanced routing, L2, and L3 switching. Using SUP 2E for 7018 switches, F cards for L2 switching, and M cards for L3 proxy routing, I optimized network performance. Additionally, I strategically integrated SD Cloud Gateways to boost network efficiency by 30% to 50%.
- Proficiently installed and upgraded desktop computers, laptops, and printers, concurrently configuring Cisco routers and switches to optimize network performance. Expertly utilized Ethernet cables to seamlessly interconnect all vital devices. Additionally, I adeptly established and managed Microsoft Active Directory to provide seamless support for end users.

Manager and Lead Technician

Blue Wave Communications Inc.

08/2016 - 07/2021 Miramar, FL, United States

- Managed and maintained physical infrastructure, including server racks, cooling, and power systems, to ensure optimal performance and uptime.
- Improved network performance by 30% through optimizing server deployment and maintenance strategies.
- Achieved a 35% reduction in operational costs by streamlining hardware management procedures.
- Led a team of 4 technicians across multiple projects, coordinating over 7000 hours of work.
- Increased team efficiency by 25% with the implementation of automated workflows and procedures.

Technical Support Analyst

Advance Cable Communications

02/2016 - 04/2016 Coral Spring, FL, United States

- By showing customers how to restart modems and verifying the cable is connected to the cable router, the number of trouble calls is reduced by 85%. This saves customer service time, allowing them to focus on more complex issues.

SUMMARY

As a Cloud Engineer and seasoned Network Administrator, I bring a meticulous and results-driven approach to the management of cloud infrastructure and network systems. With a proven history of designing, troubleshooting, and fine-tuning processes and equipment, my primary goal is to consistently achieve peak performance. My expertise encompasses cloud infrastructure management, network administration, and virtualization technologies.

ADDITIONAL EXPERIENCE

Cloud Engineering

QuickStart

02/2023 - 08/2023 Cloud-based

Develop the skills that are in demand in the IT industry

- I have extensive experience managing cloud resources for maximum efficiency and performance in addition to my expertise in cloud concepts, virtualization, deployment of cloud infrastructure, and optimizing and scaling cloud resources.

SKILLS

Cloud Engineering

Azure Capstone

AWS Capstone

Virtual Machine

Hyper-V

VirtualBox

Antivirus

Microsoft 365 Suite

Active Directory

Group Policy

Software Applications

Windows Servers

Exchange Server

Window OS

Apple OS

Linux OS

Cisco Routers and Switches

OS Imaging

Computer Parts

Network Protocols: TCP/IP

LAN/WAN

DHCP

DNS

SMTP

POP3

IMAP

SSH

FTP

TFTP

EXPERIENCE

Computer Support and Electronics Technician

AEP Services

01/2015 - 12/2017 Fort Laudserdale, FL, United States

- As a professional I specialize in the maintenance, repair, and troubleshooting of computer systems and related equipment. I play a crucial role in ensuring computers and technology infrastructure operate smoothly within an organization or for individual users.

Cable Service Technician and Installer

Cypress Communications

01/2015 - 03/2015 Location

- I am responsible for installing, maintaining, and repairing cable television, internet, and telephone services for residential and commercial clients.

Desktop Support Engineer

Premier Logitech LLC

02/2012 - 06/2012 Grand Prairie, TX, United States

- As a professional I specialize in the maintenance, repair, and troubleshooting of computer systems and related equipment. I play a crucial role in ensuring computers and technology infrastructure operate smoothly within an organization or for individual users.

Computers and Satellite Technician

APO Electronics Inc.

12/2005 - 12/2014 Dallas, TX, United States

- I am responsible for the installation, maintenance, and repair of satellite television and internet systems. My role as a technician is to ensure that satellite TV providers, telecommunications companies, or contractors are able to provide satellite-based services to their customers.

Network Administrator and Electronics Technician

Tributary Systems

09/1998 - 03/2006 Bedford, TX, United States

- Ensure network security, efficiency, and availability across organizational systems.
- Perform network setup, maintenance, and configuration, including user support and security management.
- Manage software and hardware updates, backup, and disaster recovery planning.
- Administer Windows Server 2003/2000/NT, including Group Policy management and Exchange Server administration for email user support.
- Implement, monitor, and maintain security protocols.
- Configure and manage Cisco PIX 515 firewalls and Cisco routers.
- Install and configure operating systems and application software as required.
- Provide recommendations and implement system enhancements and modifications to support growth.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE DEGREE in ELECTRONICS ENGINEERING TECHNOLOGY

ITT Technical Institute

12/1996 - 12/1998 Arlington, TX, United States

ADDITIONAL SKILLS

Project Management

Team Leader

Industry Research

Process Improvement

Problem Solving

Backups Management

CERTIFICATION OF COMPLETION

Microsoft Azure AZ-900

QuickStart 2023

AWS Cloud Practitioner

QuickStart 2023

Python Fundamentals

QuickStart 2023

Kubernetes

QuickStart 2023

Linux Administration

QuickStart 2023

Cloud +

QuickStart 2023

A+

QuickStart 2023 and New Horizons Computer 2019

Network +

QuickStart 2023 and New Horizons Computer 2019

Security +

QuickStart 2023 and New Horizons Computer 2019

Cisco Certified Associate

New Horizons 2019

Windows Server 2012

New Horizons 2019

Windows Server NT 4.0

University of Texas Arlington 1999

CERTIFICATION

Microsoft Technology Associate (MTA), Networking Fundamentals

Microsoft 2018

Microsoft Certified Professional (MCP)

Microsoft 1999