

ISAAC MEDINA

Certified IT professional with practical experience in technical support, infrastructure deployment, and network security. Adept at troubleshooting connectivity issues, documenting processes, and implementing system improvements. Recognized for adaptability in both enterprise and small business environments and for contributing to high-impact recovery projects that ensured business continuity.

Computer Systems Technician

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EXPERIENCE

Rancho Water District IT Student Intern

July '25 - Present

- Responded to Tier 1 and assisted with Tier 2 support tickets including user access, system availability, and network connectivity issues across Windows environments.
- Documented troubleshooting procedures and updated inventory records for hardware components and software licensing.
- Assisted in infrastructure maintenance routines, including patch management, scheduled reboots, and backup monitoring.
- Configured and deployed HP desktops, laptops, and tablets, as well as iPads and iPhones, ensuring secure integration into the organization's network and compliance with user access policies.
- Assisted in the development of IT SOPs.

Ben's Tech Solutions

2023 - Present

Network Administrator / Principal IT Field Service Technician

- Maintained and troubleshooted small business communication networks.
- Computer diagnostics and repair.
- Managed the installation and maintenance of IT infrastructure, including servers, switches, routers, and firewalls.
- Possess experience with Windows including proficiency with Microsoft Office products.
- Proficiency in fundamental networking concepts.

Lomeli Communications LLC

2023 - 2025

IT Field Service Technician

- Maintained and troubleshooted enterprise business communication networks.
- Installed extensive CAT 6 wiring for security camera system.
- Implemented network efficiency enhancements.
- Developed and implemented network-wide security protocols and policies to ensure the security of the network.
- Possess extensive experience with Windows, encompassing adept troubleshooting skills, tailored customization for optimal user experience, and proficiency with Microsoft Office products.
- Proficient in fundamental networking concepts, including TCP/IP, IP Addressing, and Subnetting.
- Supported recovery of dealership IT infrastructure following a cyberattack, rebuilding 25 endpoints and the primary server to resume business operations.

EDUCATION

Bachelor of Science in Computer Science - Software Engineering Southern New Hampshire University | Manchester, NH

2024

CERTIFICATIONS

Comptia A+
Comptia Network+

REFERENCES

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- Upon Request