EBRICIO MONDRAGON JR.

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IT SUPPORT SPECIALIST | NETWORK ADMINISTRATOR | INFRASTRUCTURE & SYSTEMS TECHNICIAN

PROFESSIONAL SUMMARY

IT Infrastructure & Systems Engineer with 20+ years of experience designing, deploying, and supporting enterprise and healthcare technology environments. Deep expertise in network architecture, server administration, security systems, structured cabling, virtualization, and Tier 1–3 end-user support. Proven record of building infrastructure from the ground up, improving uptime, securing multi-site connectivity, and reducing operational costs through strategic implementation of backup, NAS, and disaster recovery solutions.

Known for independent execution, high trust access, and ability to translate complex technical solutions into clear business outcomes.

CORE COMPETENCIES

Infrastructure & Systems Administration
- Windows Server (NT–2016/2022)
- Active Directory & Group Policy
- Domain configuration & user provisioning
- RAID & storage management
- Endpoint lifecycle management

Network Engineering
- DNS, DHCP configuration
- VPN & secure tunneling
- Firewall rule management
- VLAN segmentation
- Managed & PoE switch configuration
- Structured cabling (Cat5e, Cat6, coaxial)

Security & Access Control
- Authentication & permission management
- RFID access control deployment
- Surveillance systems (IP & analog cameras)
- Endpoint protection & firewall implementation

Backup & Business Continuity
- NAS architecture & implementation
- Off-site backup configuration
- Disaster recovery planning
- Data redundancy strategies

Cloud & Productivity Platforms
- Microsoft 365 Administration
- Azure, AWS S3
- Google Workspace
- Dropbox, OneDrive, iCloud

PROFESSIONAL EXPERIENCE

Information Technology Specialist III / Network Administrator II
El Aviso Magazine – Bell, CA
October 2005 – November 2025
- Delivered full-spectrum IT support for multiple office locations, both onsite and remotely
- Troubleshot and resolved hardware, software, printer, and network issues across diverse systems
- Installed, configured, and maintained desktops, laptops, servers, peripherals, and multimedia systems
- Designed and implemented secure inter-office server connectivity for real-time file sharing
- Managed system security including authentication, permissions, encryption, firewalls, and backups
- Implemented off-site backup infrastructure for disaster recovery
- Installed and managed low-voltage systems, RFID access control, and surveillance solutions
- Supported non-IT business functions including graphic design, web development, and media operations
- Developed internal IT training programs, manuals, and troubleshooting exercises
- Trusted to work independently, manage after-hours tasks, and respond to emergencies

Information Technology Specialist II / Network Specialist II
Hematology-Oncology Associates – Los Angeles, CA
August 2017 – September 2021
- Supported healthcare IT infrastructure including servers, cloud backups, EMR-adjacent systems
- Implemented NAS digitization system reducing physical storage costs
- Configured VPN tunnels, Wi-Fi networks, printers, and remote access
- Assisted medical staff with secure file management and access permissions
- Provided structured troubleshooting via email, phone, and onsite support

Computer Technician II / Network Technician
Central Neighborhood Health Foundation – Los Angeles, CA
February 2014 – June 2017
- Supported servers, Citrix, VMware environments
- Managed Active Directory accounts and domain environments
- Performed OS deployment, hardware repair, and VoIP configuration
- Completed structured cabling installations and network maintenance

Technology Support & Sales Associate
Office Depot – Dalton, GA
January 2003 – August 2003
- Performing basic PC, virus removals, and hardware installations (RAM/Hard Drive upgrades).
- Assessed customer needs through targeted questions to recommend appropriate devices.
- Provided in-store assistance to customers by troubleshooting basic mobile device and printer setup issues, ensuring a positive customer experience.
- Configured new computers for customers, created recovery media, and installed essential software.

Tutor / Teacher / Computer Technician
Instituto Tecnológico – Huntington Park, CA
August 2000 – November 2002
- Developed lesson plans and training materials.
- Built and maintained classroom computer systems and network infrastructure.
- Provided technical repair and support for faculty and students.

TECHNICAL ENVIRONMENTS

Operating Systems:
Windows 95–11, Windows Server NT–2016/2022, macOS, Linux (CentOS, Debian), ChromeOS, Raspberry Pi OS

Networking & Tools:
Routers, Managed Switches, PoE Switches, VPN, DNS, DHCP, Port Forwarding, VLANs

Security Systems:
RFID Access Control, DVR/NVR Systems, IP Surveillance

Remote & Ticketing Platforms:
Zendesk, Zoho, Jira, TeamViewer, AnyDesk, Splashtop

Creative & Supporting Tools:
Adobe Creative Cloud, CorelDRAW, WordPress

Programming Exposure:
HTML, CSS, JavaScript, PHP, Python, MySQL, MongoDB

EDUCATION

General Education Coursework
Long Beach City College, Long Beach, CA
January 2004 – December 2005

General Education Coursework
Cerritos College, Norwalk, CA
January 2001 – December 2002

Information Technology & Network Management
Instituto Tecnológico, Huntington Park, CA
October 1998 – June 2000

High School
Bell High School, Bell, CA
1998

LANGUAGES
- English – Fluent
- Spanish – Fluent