

Professional Summary

Detail-oriented and tech-savvy coordinator pivoting into IT support and systems administration. Certified in Google IT Support with hands-on experience in Linux, networking, and home lab automation. Known for managing complex digital workflows, remote operations, and technical problem-solving under pressure. Seeking an entry-level IT, helpdesk, or ops role where I can contribute immediately and grow long-term.

Relevant Skills & Tools

Operating Systems: Windows 10/11, macOS, Linux (Ubuntu)

Tools & Platforms: Google Workspace, Microsoft Office, Slack, Trello, Zoom, Virtual Box

Networking & Security: Basic TCP/IP, DNS, VPN

Scripting & CLI: Bash, Linux command line, file permissions

Other: Synology NAS, Plex Media Server

Certifications

- **Google IT Support Professional Certificate (Coursera)** – Completed April 2025
 - Gained hands-on experience with troubleshooting, system administration, command-line tools, and customer support
 - **Linux Unhatched Course (Cisco Networking Academy)** – Completed May 2025
 - **Linux Essentials (Cisco Networking Academy)** – In Progress
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Home Lab & Technical Projects

- Set up Raspberry Pi 5 with Pi-hole and Tailscale VPN for secure DNS filtering and remote access
 - Installed Plex media server and configured system to auto-start after reboot for always-on streaming
 - Practicing Linux CLI through virtual machine installs on macOS and Optiplex 7070 to deepen system-level familiarity
 - Created shared drives and automated backups on Synology NAS using rsync and cron
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Professional Experience

Senior Project & Media Coordinator (Freelance)

*Select Clients: **Netflix**, **Paramount+**, **Amazon Prime**, and others*

Los Angeles, CA | 2012 - 2023

- Managed complex post-production pipelines across editing, story, and delivery teams
 - Administered digital asset workflows using cloud tools (Google Drive, Slack, Trello) and local NAS storage
 - Coordinated remote operations, ensuring uptime and version control across time zones
 - Created scalable systems for media asset management and streamlined communication across distributed teams
 - Led editorial teams and translated stakeholder needs into structured, trackable workflows
 - Delivered high-quality projects on deadline with an emphasis on cross-functional collaboration and problem-solving
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Education

University of California, Berkeley

Bachelor of Arts in Film & Media