

Christian Barraza

IT Support & Infrastructure Technician | CompTIA Network+ | CCNA Candidate

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Professional Summary

IT support professional with 4+ years of experience supporting enterprise users across multi-site environments. Skilled in Tier 1 and Tier 2 support, Active Directory, Office 365 administration, and troubleshooting network connectivity involving DNS, DHCP, VPN, and TCP/IP. CompTIA Network+ certified and pursuing Cisco CCNA to transition into infrastructure and network operations roles.

Certifications

Cisco Certified Network Associate (CCNA) - In Progress
CompTIA Network+ - Sept 2024

Technical Skills

Operating Systems: Windows 10/11, Windows Server, Linux

Tools & Platforms: Active Directory, Group Policy, Office 365 Admin Center, RemotePC, DameWare, RDP, Datto, VPNs

Networking: DNS, DHCP, VPN troubleshooting, network monitoring, subnetting, VLANs, TCP/IP

ITSM/Ticketing: Incident resolution, documentation, escalation workflows, ServiceNow, internal tools

Professional Experience

Site Support Technician | CEVA Logistics

July 2025 - Present

- Provide on-site IT support for warehouse infrastructure supporting network-connected devices, workstations, and operational hardware.
- Deploy and troubleshoot RF scanners, Zebra printers, and warehouse management devices connected to enterprise networks.
- Configure and maintain DHCP reservations for network-connected warehouse devices and printing infrastructure.
- Diagnose system and network connectivity issues impacting warehouse production environments.
- Coordinate with infrastructure and security teams to verify required network ports, services, and system connectivity.
- Manage asset lifecycle including hardware deployment, RMA coordination, and device replacement.

IT Analyst II | SimonMed Imaging LLC

Oct 2024 - July 2025

- Delivered Tier 2 technical support to 60+ imaging locations, resolving escalated infrastructure and network connectivity incidents.
- Managed Active Directory and Office 365 administration including permissions, GPO changes, and user audits.
- Monitored system stability and responded to outages affecting enterprise operations.
- Assisted with troubleshooting VPN access, DNS resolution, and network-related connectivity issues.
- Provided mentorship to Tier 1 analysts to improve ticket resolution efficiency.

IT Analyst I | SimonMed Imaging LLC

July 2022 - Sept 2024

- Provided Tier 1 remote support to internal staff, including desktop, printer, network, and application troubleshooting.
- Handled AD/O365 user provisioning, password resets, and licensing tasks.
- Assisted with VPN and remote access troubleshooting for off-site users.
- Documented incidents thoroughly using the internal ticketing system and ensured SLA compliance.
- Supported PACS/RIS environments used in medical imaging workflows.

Education

West-MEC Southwest Campus - July 2021
IT Security