

ARMANDO RIERA

SYSTEMS ADMINISTRATOR | NETWORK INFRASTRUCTURE | IT OPERATIONS

Lehigh Acres, FL | Open to Remote | [linkedin.com/in/armandoriera](https://www.linkedin.com/in/armandoriera)

English: Fluent | Spanish: Native

PROFESSIONAL SUMMARY

Hands-on Systems Administrator and IT infrastructure professional with 25+ years of experience implementing, administering, and supporting business technology. Supported Curallux as its primary technical resource in an environment that reached 100+ users and approximately 70 endpoints, then continued its IT support through Elite Tech Force. Combines Microsoft 365 administration with network implementation, endpoint support, backup and recovery, and business systems. Communicates technical issues and solutions to users, business owners, vendors, and management in English and Spanish.

TECHNICAL SKILLS

Microsoft and identity: Microsoft 365, Entra ID (Azure AD), Exchange Online, SharePoint Online, Teams, MFA, Active Directory, Group Policy

Network infrastructure: LAN/WAN, TCP/IP, DNS, DHCP, VLANs, NAT, site-to-site and client VPNs, routers, switches, wireless networks, structured cabling, fiber connectivity

Network and security platforms: SonicWall TZ300/TZ670, Ubiquiti UniFi switching and wireless, UDM-Pro, firewall rules, network segmentation, endpoint security, malware remediation

Endpoint and device support: Windows 10/11, macOS, Jamf, PC and Apple hardware, printers, mobile devices, remote support, TeamViewer

Backup and recovery: Synology, backup software using AWS storage, data protection, disaster recovery, production data restoration, power-backup solutions

Communications and business systems: Avaya Cloud Office, Xima, NetSuite, Salesforce, Gorgias, Shopify integrations

Virtualization: Hands-on experience with VMware and VirtualBox

IT operations: Troubleshooting, monitoring, vendor coordination, requirements discovery, project implementation, technical documentation, end-user training, IT service delivery

PROFESSIONAL EXPERIENCE

Owner & Senior IT Consultant

Elite Tech Force | Lehigh Acres, FL | 2022 - Present

- Provide managed IT and consulting services to small and midsize businesses, including infrastructure, Microsoft 365, networks, endpoints, backup, and business applications.
- Continued responsibility for Curallux infrastructure after its IT support transitioned from an employee role to Elite Tech Force as a managed services provider.
- Administer Microsoft 365 users, licenses, Exchange Online, security groups, permissions, SharePoint, Teams, MFA, and account security.
- Configure and administer SonicWall and UniFi environments, including firewall policies, VLANs, NAT, DHCP, VPNs, switching, wireless access, SSIDs, guest networks, and remote administration.
- Design and maintain Synology and cloud backup solutions using a backup product with AWS storage; restore production business data.
- Install and troubleshoot network equipment, workstations, printers, wireless equipment, business applications, and connectivity; support client-specific internal tools.
- Manage engagements from discovery and recommendations through implementation, testing, troubleshooting, documentation, user communication, and ongoing support.
- Coordinate vendors and service providers as a primary technical contact; supported the addition of rack power backup for Curallux during the MSP engagement.

PROFESSIONAL EXPERIENCE CONTINUED

IT Specialist / Systems Administrator

Curallux | Miami, FL | 2018 - 2022

- Served as the primary hands-on IT resource for an environment that reached 100+ users and approximately 70 endpoints, supporting infrastructure, cloud services, applications, telecommunications, and users; provided remote support through TeamViewer.
- Administered Microsoft 365 and Entra ID users, licensing, Exchange Online, groups, permissions, SharePoint Online, Teams, MFA, and account security.
- Implemented and administered Synology and a backup product using AWS as its storage backend; restored production business data, including sensitive information.
- Participated in migration and implementation of Avaya communications and provided ongoing Avaya and Xima administration and support.
- Administered NetSuite and Salesforce, coordinated changes with Finance and Operations, and resolved account-access, application, workstation, network, and connectivity issues.

Curallux infrastructure projects across employee and MSP roles

- Configured and deployed SonicWall TZ300 when Comcast was added as a second ISP alongside the existing fiber/MikroTik service; implemented UniFi switches, access points, and UDM-Pro, and participated in the later TZ670 migration.
- Configured firewall, routing, VPN, DHCP, VLANs, SSIDs, and guest networking; monitored the network and participated in implementation and configuration of Comcast Fiber as the earlier ISP services and MikroTik were retired.
- Installed structured cabling for office remodels and new offices, reorganized rack and patch-panel cabling, and deployed switches and access points.

EARLIER EXPERIENCE

IT Operations & Strategic Supply Support

ASC Parts USA | Miami, FL | 2011 - 2018

- Maintained internal IT and operational systems, resolved technology issues, protected business data, and supported procurement, suppliers, RMAs, warranty resolution, records, and management reporting.

IT Specialist

Promix USA | Miami, FL | 2008 - 2009

- Deployed Windows Server 2003 Enterprise, Active Directory, user accounts, Group Policy, permissions, and access controls; supported point-of-sale systems, workstations, and endpoint security.

Network Administrator & Technical Support Lead

Centersoft | Havana, Cuba | 2001 - 2007

- Administered Windows Server 2003 and Active Directory accounts, roles, and permissions; deployed workstations, supported LANs and hardware/software, and performed data recovery.

Network Administrator

Provincial Center of Hygiene & Epidemiology | Havana, Cuba | 1995 - 2001

- Designed, deployed, secured, and administered LAN/WAN and Internet infrastructure for public-health operations, including security controls, systems support, and software updates.

CERTIFICATIONS AND PROFESSIONAL TRAINING

CompTIA Network+ | Microsoft Certified Professional (MCP)

MCTS: Windows Server 2008 Active Directory; Windows Server 2008 Network Infrastructure; Windows 7 Configuration | Microsoft Specialist: Windows 7 Configuring

Celigo University: Mastery Level 1 & 2 | Gorgias Academy: Admin Power User, Lead Agent, and Support Agent Power User (Shopify)

EDUCATION AND TECHNICAL TRAINING

CENSAI: Network Administration, Network Auditing, Computer Technician | UATS: Windows NT Network Administration, Multimedia & Web Development