

ARMANDO RIERA

SYSTEMS ADMINISTRATOR

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

English: Fluent | Spanish: Native

PROFESSIONAL SUMMARY

Systems Administrator with hands-on experience administering Microsoft 365, identity and access, endpoints, networks, and backup solutions. Served as the primary technical resource for Curallux, which reached 100+ users and approximately 70 endpoints, and continued supporting its infrastructure through Elite Tech Force. Combines cloud service administration with network implementation, troubleshooting, data restoration, and direct user support.

TECHNICAL SKILLS

Microsoft 365 and identity: Microsoft Entra ID (Azure AD), Exchange Online, SharePoint Online, Teams, user and license administration, groups, permissions, multi-factor authentication (MFA)

Systems and endpoints: Active Directory, Group Policy (GPO), DNS, DHCP, Windows 10/11, macOS, Jamf, TeamViewer

Networking: SonicWall TZ300/TZ670, UniFi switching and wireless, UDM-Pro, LAN/WAN, TCP/IP, VLANs, firewall rules, NAT, site-to-site and client VPNs, SSIDs, guest networks, cabling

Backup and platforms: Synology, backup software using AWS storage, data restoration, Avaya, Xima; hands-on experience with VMware and VirtualBox

IT operations: Endpoint security, monitoring, troubleshooting, technical documentation, vendor coordination, end-user training, NetSuite, Salesforce

PROFESSIONAL EXPERIENCE

Owner & Senior IT Consultant

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

- Provide managed IT services for business clients, supporting Microsoft 365, Windows and macOS endpoints, networks, security, and business applications.
- Continued maintaining Curallux infrastructure after transitioning from employee to managed services provider, retaining hands-on responsibility for its technology environment.
- Configure and troubleshoot SonicWall and UniFi networks, connectivity, wireless access, and endpoint issues; provide remote monitoring and ongoing support.
- Manage client work from requirements discovery and proposals through implementation, testing, documentation, user communication, and ongoing service.

Curallux network projects across employee and MSP roles

- Configured 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.
- Participated in implementation and configuration of Comcast Fiber as the earlier fiber/MikroTik and Comcast Business services were retired.
- Installed network cabling for remodeled and new offices and reorganized rack cabling; supported the addition of rack power backup 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, with a manager overseeing IT during part of the tenure; supported many endpoints remotely through TeamViewer.
- Administered Microsoft 365 and Entra ID users and licenses, Exchange Online mailboxes, distribution lists, shared mailboxes, groups, permissions, SharePoint Online, Teams, MFA, and account security.
- Implemented and administered Synology and a backup product that used AWS as its storage backend; restored production business data, including sensitive information.
- Participated in migration and implementation of Avaya communications and provided ongoing administration and support for Avaya and Xima.
- Administered NetSuite and Salesforce and coordinated system changes with Finance, Operations, and users; resolved account, application, workstation, and connectivity issues.

EARLIER EXPERIENCE

IT Operations & Strategic Supply Support

ASC Parts USA | Miami, FL | 2011 - 2018

- Maintained internal IT systems and supported procurement and operations; troubleshooted technology issues, protected business data, and coordinated suppliers, RMAs, and warranty resolution.

IT Specialist

Promix USA | Miami, FL | 2008 - 2009

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

Network Administrator & Technical Support Lead

Centersoft | Havana, Cuba | 2001 - 2007

- Administered Windows Server 2003 Enterprise and Active Directory accounts and permissions; supported LANs and workstation hardware and 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 network security controls and software updates.

CERTIFICATIONS AND TRAINING

CompTIA Network+ | Microsoft Certified Professional (MCP)

MCTS: Windows Server 2008 Active Directory; Windows Server 2008 Network Infrastructure; Windows 7 Configuration

EDUCATION

CENSAI: Network Administration, Network Auditing, and Computer Technician training

High School Diploma | Exact Sciences Institute