

JODRICK MARQUINEZ

Cloud Support Specialist | Junior Cloud Administrator

347-388-6076 | rick.marquinez@gmail.com | Staten Island, NY 10314
linkedin.com/in/jodrick | github.com/jodrick-marq | jodrick.com

PROFESSIONAL SUMMARY

Multi-cloud certified IT professional (AWS and Microsoft Azure) with a B.S. in Information Technology and hands-on experience supporting containerized infrastructure, virtual private servers, and Linux/Windows systems. Holds the full CompTIA security stack (A+, Network+, Security+, Cybersecurity Analyst CySA+) plus Linux (LPI) and ITIL 4. Proven record resolving technical issues at a 95% first-contact rate, hardening environments, and maintaining service uptime. Seeking a cloud support or junior cloud administrator role.

TECHNICAL SKILLS

- **Cloud and Infrastructure:** AWS, Microsoft Azure, VPS provisioning, Docker, containerization, virtualization, Linux and Windows Server administration
- **Networking:** TCP/IP, DNS, VPN, subnetting, firewall and router deployment and configuration
- **Automation and DevOps:** CI/CD pipelines, scripting, automated deployment and recovery, Infrastructure-as-Code concepts
- **Systems and Identity:** Active Directory, endpoint management, OS imaging, remote support and ticketing tools
- **Security:** Incident response, threat detection, vulnerability management, security auditing, digital forensics, phishing mitigation

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Microsoft Certified: Azure Fundamentals (AZ-900)
- CompTIA Cybersecurity Analyst (CySA+)
- CompTIA Security+
- CompTIA Network+
- CompTIA A+
- Linux Professional Institute (LPI) Linux Essentials
- ITIL 4 Foundation | CompTIA Project+ | Google IT Support Professional Certificate
- CIW: Database Design Specialist, Site Development Associate, User Interface Designer

PROFESSIONAL EXPERIENCE

- Cloud / Infrastructure Support (Contract)**, Synapse Solutions Aug 2024 - Feb 2026
- Deployed and managed cloud and on-prem infrastructure using VPS and containerized (Docker) environments.
 - Implemented CI/CD principles to automate deployment, monitoring, and recovery of production services.
 - Maintained system reliability and uptime through proactive monitoring and rapid incident resolution.
 - Authored configuration documentation and runbooks to streamline troubleshooting and onboarding.
- Founder & Developer**, ProbotAI Jan 2022 - Present
- Build and operate an independent venture developing AI-driven automation and bot solutions.
 - Design, deploy, and maintain applications using Docker, VPS hosting, and CI/CD workflows.
 - Manage the full stack from infrastructure provisioning to delivery and monitoring.
- IT Support Specialist**, MurTech Services Group Jun 2021 - Aug 2023
- Resolved hardware, software, and network issues at a 95% first-contact resolution rate across a mixed Windows and Linux environment.

- Administered Active Directory users, groups, and access policies; handled endpoint provisioning and imaging.
- Deployed and configured servers, routers, and firewalls to ensure secure, reliable network operation.

Operations Manager, Halstead

2018 - Present

- Lead a team in a high-volume, 24/7 operations environment, managing escalations and stakeholder communication.
- Conducted a security audit and rolled out awareness training that reduced phishing susceptibility by 30%.
- Coordinate cross-functional workflows under pressure, balancing service quality with operational efficiency.

EDUCATION

M.S., Information Technology, Western Governors University

Expected Feb 2027

B.S., Information Technology, Western Governors University

Jan 2026

Relevant coursework: Network and Security, Digital Forensics in Cybersecurity, Fundamentals of Information Security, Emerging Technologies in Cybersecurity, IT Capstone Project.