

Brian A. Lemos Florez

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SUMMARY

Accomplished Bilingual-Spanish Information Technology professional with a consistent performance history that includes the development, integration, management and support for client software/hardware and corporate software/hardware. 4+ years of end user support in a professional environment. Possesses a strong background in troubleshooting and resolving technical issues, exceptional communication and interpersonal skills, and a proven track record of delivering outstanding customer service. Skilled in administering and maintaining hardware, software, and networking systems. Committed to staying up to date with the latest technologies and continuously enhancing skills to ensure optimal system performance.

EDUCATION

CUNY School of Professional Studies
Bachelor of Science degree in **Information Systems**

CUNY LaGuardia Community College
Associate of Science degree in **Computer Science**

Coursera.org
● **Google IT Support Professional Certificate**

School of Cooperative Technical Education
● Certificate in **Web Design**
● Certificate in **Business Associate**

WORK EXPERIENCE

UniBank – Whitinsville, MA Aug. 2025 – Present
Sr. IT Specialist

- Provide advanced technical support and systems administration for critical banking infrastructure, ensuring high availability, security, and compliance in a regulated financial environment.
- Administer and support Windows Server environments, Active Directory, and Group Policy to enforce secure authentication, access controls, and system policies.
- Identify, analyze, and remediate system and endpoint vulnerabilities through patch management, configuration hardening, and coordination with security teams.
- Perform root cause analysis on complex hardware, software, and network incidents to reduce recurring issues and improve overall system stability.
- Support endpoint protection, vulnerability scanning, and security remediation efforts to ensure compliance with internal security standards and regulatory requirements.
- Collaborate with internal teams and third-party vendors to deploy patches, system updates, and infrastructure changes while minimizing operational risk and downtime.
- Participate in incident response and change management processes, including escalation handling and rapid service restoration for high-impact events.
- Create and maintain technical documentation, remediation procedures, and knowledge base articles to improve security posture and operational consistency.

Edesia – North Kingstown, RI Nov. 2023 – Aug.2025
Sr. HelpDesk Engineer

- **Technical Support:** Provided second-level troubleshooting for hardware, software, and network issues; guided L1 support team in resolving complex technical problems.
- **Incident Resolution:** Conducted thorough root cause analysis for recurring problems and documented resolutions in the ticketing system, enhancing knowledge base accuracy.
- **Change Management:** Assisted in implementing IT system changes; conducted impact analysis and coordinated with stakeholders to minimize service disruption.

- **Monitoring and Maintenance:** Proactively monitored system performance and security; performed routine maintenance tasks and applied patches to optimize system operations.
- **Customer Service Excellence:** Delivered exceptional customer service by effectively communicating with end-users, addressing concerns, and following up to ensure satisfaction.
- **Team Collaboration:** Collaborated with IT teams to resolve issues and enhance service delivery; mentored junior staff to strengthen team capabilities through knowledge sharing.
- **Emergency Response:** Identified critical incidents and executed rapid escalation and incident response procedures to restore services with minimal impact.

AIPSO – Johnston, RI

Apr. 2023 – Nov.2023

Systems Support Technician

- Provide expert technical support for 500 local and remote end-users, diagnosing and resolving hardware, software, and network issues promptly and efficiently.
- Expertise in Microsoft Office Suite, enhancing productivity and optimizing user experience.
- Proficient in managing user accounts, security groups, and organizational units, ensuring a secure network environment in Active Directory.
- Hands-on experience in configuring and troubleshooting network connections, ensuring reliable and secure communication.
- Install, configure, and upgrade computer hardware components and software applications, ensuring compatibility and adherence to organizational standards.
- Prepare and maintain comprehensive documentation related to system configurations, troubleshooting procedures, and user guides.
- Collaborate with other IT professionals and departments to resolve complex issues and enhance overall organizational productivity.
- Proficient in networking tasks, ensuring seamless connectivity and troubleshooting network issues effectively.
- Utilized PDQ Deploy and PDQ Inventory for streamlined software deployment and efficient asset management.
- Proficient in creating standardized computer images using SmartDeploy, ensuring consistency and efficiency across multiple devices.

Marketing By Design / Workflow By Design – Beverly, MA

Oct. 2021 – Apr. 2023

Help Desk Technician

- Provide end user support for 100 local and remote users
- Management and deployment of Apple, Linux (RHEL) and Windows devices and servers.
- Management and configuration of Aruba, HP and Ubiquiti WAPs.
- Management of site to site VPN infrastructure (Watchguard and Strongswan) in the Beverly, Scottsdale AZ and UK offices.
- Management of LDAP (FreeIPA), Samba, DNS and DHCP servers.
- Management and deployment of Jamf MDM, Jumpcloud and Okta.
- Management of Office365 and Exchange Online via the web app and Powershell.
- Management and deployment of security infrastructure, Watchguard firewall, ESET endpoint security and web public facing server firewall configurations.

M&H Consulting - Natick, MA

Mar. 2021 – Oct. 2021

Field Technician

- Provided technical support and consulting for companies and individuals across Massachusetts, Rhode Island, and New Hampshire
- Was responsible for responding to client emergencies from 7-1030 through an on-call rotation
- Worked with and provided technical assistance for; Active Directory, VMware, Hyper-V, Veeam Backup, Carbonite, iBackup, Sophos, Pulseway, Cisco Cloud Connect, Office 365 with and without hosted exchange, intermedia hosted exchange, and LogMeIn
- Provided support for Navision, Lofware, Jet reports, doc-it, Ultra-tax, and QuickBooks.
- Managed SonicWall firewalls, Dell servers, and managed switches
- Provided support for servers running Windows Server 2008, 2012, 2016, and 2019
- Provided support for end-user workstations running Windows or Mac operating systems

CUNY Tutor Corps, Manhattan, New York

Sept. 2019 - Sept.2020

College Assistant

- Provide one-on-one and small group instruction and support classroom teachers.
- Help high school and middle school students with **Math** and **Computer Science** topics.
- Work as a team to dismantle and reorganize the systems that support racism and privilege.

Latino Envios Corp, Jamaica, New York

Jun. 2018 - Sept. 2019

Agent Assistant

- Tracking and organizing client records while assisting with international monetary transactions through MoneyGram, Intermex, Western Union, TransFast, and Ria Envia financial services.

School of Cooperative Technical Education, Upper East Side, New York

Feb. 2016 – Jun. 2017

Web Page Designer

- Designed, built, or maintained websites, using authoring and scripting languages, content creation tools, digital media, and management tools while performing and directing website updates.
- Collaborated with development teams on prioritizing needs, resolving conflicts, and finding solutions.

SIDE PROJECTS

Software Development

- SuperWatchList: A project for data structure class at Lagcc. A software using Java, Google Sheets API and Google Finance to filter specific stock market information based on custom criteria by using natural language.

Web Development

- Latino Envios Corp Information Management System: This project was built to optimize the search of uncommon transactions. Records were kept on paper; I moved them to a database and then created a web page application to display and search easily.

Rasbian Linux Distribution

- Multiple Raspberry Pi Projects including setting up DNS Sink Hole, DNS Server (named), VPN Server (OpenVPN and WireGuard) and Network Accessed Storage (NAS) with Samba auth.