John S. Cruz

Engineer

Personal Info

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Certificates

10/2014
TestOut Server Pro

08/2014
TestOut Windows Client Pro

06/2014
TestOut Network Pro

06/2014
TestOut PC Pro

Skills

HTML
CSS
Customer Service
Technical Writing
Expert Troubleshooting Skills
Excellent Written and Verbal
  Communication Skills
Attention to Detail
Critical Thinking
Leadership
Team Player
Time Management
Change Management
Disaster Recovery
Innovative
Helpdesk Experience
Windows Server 2008—2016
Microsoft Windows 7—10
Vulnerability Assessments
MBSA
Hyper-V and VMware
Mac OS X
Ubuntu Server
Kali Linux
Active Directory

Summary

Currently serving as a Major Incident Manager for the Core Services Engineering and Operations organization in Microsoft. The delivery of superior customer service has always been my number one priority and new technologies are my number one passion. I strive to set the standard for customer satisfaction and quality workmanship.

Education

06/2017 · **Green River College, BAS: Network Administration and Security**
Activities: Cyber Defense Club
Notable Events: 2017 Pacific Rim Cyber Defense Competition
Leadership Activities: Wireless Site Survey Project, Program Capstone Manager

09/2016 · **Clover Park Technical College, AAT: Computer Networking and InfoSys Security**
Honors: Phi Theta Kappa

Experience

08/2017 - Present · **Microsoft (Mindtree Limited) Sr. Engineer**

• Acts as a Facilitator during Major Incidents, Crises, and other broadly impacting events

• Engages and manages workload and priorities of key stakeholders and participants in Major Incident activity to quickly assess business impact from service or application owners and quickly identify mitigation plans

• Interacts directly with Customers, Microsoft executive leaders, Managers and key stakeholders to proactively communicate status on active Major Incidents or Crises

• Facilitate industry-standard Root Cause Analysis (RCA) exercises across all Major Incident and Crises' stakeholders/participants for beginning the Problem Management cycle

• Record, coordinate, and report on progress of 'Repair Item' output from Post Incident Reviews, and RCA exercises

• Provide feedback and drive improvements with current tools and process; driving initiatives to the appropriate group, for proactive design changes and implementation or business risk assessment for MI causal factors

• 97% Customer satisfaction rating. Goes above and beyond to seek customer satisfaction- establishing and improving relationships. Over 290 support requests taken in 10 months

• Work ethic and dedication to deliver superior support allowed for the quick progression into the Premiere Support Queues.

• Assists technical leads in the successful onboarding of new support engineers; instructs leads on the execution and development of PowerShell Scripts, system processes, and team standards

• Builds key business relationships and trust with customer contacts and Technical Account Managers.

Skills (Continued)

Group Policy
DHCP
DNS
PowerShell
TCP/IP
WLAN
Cisco Routing and Switching
Ekahau Wifi Survey
Mobile Device Management
Apple iOS
Android OS

• Responds to and resolves critical customer issues with the ability to quickly identify customer issues to either Azure Services or the Azure Platform

• Conducts in-depth diagnostics on Azure platform and services, and collaborates with Engineering groups effectively.

• Develops scripts to automate troubleshooting activities and explorer diagnostic opportunity on Tenant based monitoring/alerts.

05/2015 - 07/2017

Olympic Eagle Distributing – Jr. Systems Admin

• Received Highest Ratings: Customer Relations, Dependability, Quality of Work, Excellent Written and Verbal Communication Skills, and Leadership Qualities.

• Performed vulnerability assessments, documentation, and provided reports to senior management

• Strong understanding administering a Windows environment, utilizing protocols such as: Active Directory, Account Management, DNS, Print Management, and Exchange Services.

• Provides desktop support to over 300 internal end users both locally and remotely. Able to triage customer requests as needed to ensure maximum productivity and efficiency.

• Manages the security and compliance of over 350 mobiles devices utilizing Microsoft Windows, Apple iOS, and Android OS devices.

• Advanced-level proficiency with Microsoft Office applications.

• Hosted and Created a virtualized environment utilizing Hyper-V within Server 2016, containing 8 virtual machines- used to enhance the training of the Green River College Pacific Rim Collegiate Cyber Defense Competition team.

02/2002 - 03/2014

US Army – Sr. Radio and Communications Security Repairer

• Over 12 years combined of board level troubleshooting computer hardware, audio visual equipment, and communications equipment. Completed repairs on hundreds of devices, ranging from computer hardware, communications equipment, ocular devices, and A/V equipment.

• Served as the Senior Radio and Communications Security Repairer and Manager for a Brigade Level Electronics Maintenance Shop.

References

Cooper Collier, IT Director, cooper.collier@olympiceagle.com, (253) 405-4072

Tim Mason, College Professor, tmason@greenriver.edu, (253) 833-9111 ext. 4309

Jose Ayala, Former Co-worker, ayalaj12@gator.uhd.edu, (832) 713-1073