

Carlos Espinosa

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Summary

IT Support Technician with hands-on experience supporting Windows environments, hardware troubleshooting, and end users in a fast-paced healthcare setting. Strong troubleshooting and documentation skills with exposure to enterprise networking and lab-based infrastructure.

Certifications

Cisco Certified Network Associate (CCNA)

CompTIA Security+

CompTIA Network+

CompTIA A+

Professional Experience

IT Support & Medical Administrator (Concurrent Roles) — Angels Diagnostic Group | January 2023 – Present

- Serve as sole IT support resource for healthcare clinic with 15+ users, providing hardware and software support for computers, laptops, mobile devices, and printers.
- Perform hardware maintenance including RAM upgrades, hard drive replacements, and system optimization. Diagnose and resolve network connectivity and printer issues.
- Trained staff on HIPAA-compliant medical records software and productivity tools, improving operational efficiency by 30%.
- Led migration from legacy billing software to cloud-based system, increasing data accessibility and operational speed by 50%.
- Troubleshoot software issues for medical billing applications and office productivity software across all departments.
- Coordinating clinical workflows, patient data, and insurance processes to ensure smooth, compliant office operations.

Infrastructure & Networking Labs

- **Enterprise Network:** Designed and configured integrated networks incorporating VLANs, ACLs, OSPF routing, inter-VLAN routing, EtherChannel, RPVST+, HSRP gateway redundancy, DHCP, DNS, VoIP services, and more all while applying foundational network security principles.
- **Active Directory & Entra ID:** Deployed AD infrastructure in VMware and Azure environments. Configured OUs, users and groups, Group Policy for security hardening, NTFS permissions, and hybrid identity with Entra ID and Intune endpoint management.
- **ServiceNow ITSM:** Configured incident management workflows with SLA policies, priority-based routing, and assignment groups to streamline ticket triage and resolution tracking. Documented ticket lifecycle stages, built a helpdesk dashboard and generated reports to track incident volume and resolution metrics.
- **Linux System Administration:** Installed and configured Ubuntu, documenting essential CLI fundamentals including file management, permissions, system monitoring and bash shell operations.

Front Desk & Medical Assistant — Angels Diagnostic Group | September 2018 – December 2022

- Managed high-volume patient inquiries while coordinating between patients, medical staff, and insurance companies.
- Streamlined front desk operations and scheduling processes, improving patient flow and reducing wait times.

Education

Florida International University — Bachelor of Science in Rehabilitation Therapy (2022)

Technical Skills

Active Directory • Entra ID • Intune • Azure • VMware • Windows Server • ServiceNow • DHCP/DNS VLANs • OSPF • TCP/IP • Hardware Troubleshooting • Help Desk Support • IT Service Management • Software Support • Linux CLI Network Administration • Routing and Subnetting

Languages: English (Fluent) | Spanish (Conversational)