Miguel Segarra

929-260-9698
miguelom97@proton.me
github.com/MiguelSegarra
linkedin.com/in/miguelosegarra
https://miguelsegarra.tech/

SUMMARY

Information Technology professional with experience in implementing IT solutions, managing network security, and supporting system administration, complemented by hands-on project work and a strong foundation in technical problem-solving.

EDUCATION

Richmond Hill High School, Richmond Hill, NY | Diploma

Queensborough Community College, Bayside, NY | Undergraduate Coursework in Liberal Arts and Computer Science

CERTIFICATIONS

Google Cybersecurity Certificate (Completed)

CompTIA A+ (Expected July 2025),

CompTIA Security+ (Expected July 2025)

CompTIA Network+ (Expected July 2025)

PROJECTS

Project: Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines
Source: https://github.com/miguelsegarra/osticket-prereqs
Platforms and Technology Used: Azure Virtual Machines, osTicket, IIS

Project: Implementing Active Directory (On-Premises) in Azure
Source: https://github.com/miguelsegarra/configure-ad
Platforms and Technology Used: Azure Virtual Machines, Active Directory, PowerShell

Project: Exploring Azure and Networking Concepts
Source: https://github.com/miguelsegarra/azure-network-protocols
Platforms and Technology Used: Azure Virtual Machines, Network Security Groups, WireShark

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, PC assembly, hardware troubleshooting, peripherals, printers, ServiceNow, Jira, MySQL, Python, Basic security principles, firewalls, antivirus, security awareness, Problem-solving, communication, customer service, teamwork

EXPERIENCE

Company: *PPL , New York City*   Feb 2018 - Present
Title: *Home Health Aid*

- Maintained accurate digital records of patient care and daily progress using electronic health record (EHR) systems, ensuring data integrity and confidentiality.
- Collaborated with interdisciplinary teams to coordinate care plans, demonstrating strong communication and teamwork skills.
- Troubleshoot and resolved minor technical issues with in-home medical or monitoring equipment, increasing efficiency and safety.

Company: *Department of Education , NYC*   Nov 2021 - June 2023
Title: *Paraprofessional*

- Assisted in troubleshooting and setting up classroom technology (computers, projectors, tablets).
- Provided one-on-one and group support, developing strong communication and problem-solving skills applicable to IT support.
- Guided students through learning tasks with clear instructions, demonstrating an ability to explain complex concepts—similar to IT troubleshooting

Company: *GameStop*   Oct 2017 - June 2018
Title: *Keyholder*

- Provided front-line technical support for gaming consoles, assisting customers with hardware/software issues.
- Maintained store technology, troubleshooting POS systems and network connectivity problems.
- Trained new employees on software systems, improving efficiency in store operations