

# Andrew Yanulis

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## Professional Summary

IT Support Professional seeking remote help desk role. Hands-on experience managing enterprise technology systems, troubleshooting software/hardware issues, and providing technical support for 700+ user portfolio. Proven ability to resolve technical issues efficiently, automate workflows, and maintain high system availability. Bilingual (English/Spanish).

## Education

**College:** Trinity College; Hartford, CT

2014

Bachelor of Science: Interdisciplinary Major in Architectural Studies

**Relevant Coursework:** Physics I & II, Calculus I & II, Mechanical Engineering, Computer-Aided Design, Statistics, Engineering 101

## Technical Skills

- **Support & Troubleshooting:** Windows 10/11, macOS, Linux (Ubuntu), Active Directory, Remote Desktop, VPN, Office 365, Ticketing Systems
- **Networking:** TCP/IP, DNS, DHCP, VLANs, Firewall Configuration, VPN Setup, Network Troubleshooting, Wireshark
- **Security:** OAuth 2.0, SSL/TLS, SIEM, IDS/IPS, pfSense, Security Hardening, Malware Removal, User Access Management
- **Hardware:** Desktop/Laptop Repair, Peripheral Setup, IoT Devices (Raspberry Pi, Arduino), Printer Configuration, PoE Switches
- **Software:** Salesforce, OneSite, CRM Systems, Cloud Platforms (AWS, Azure, Google Cloud), Backup Solutions, System Monitoring
- **Databases:** SQL Server, PostgreSQL, MongoDB, Redis, Database Backup & Recovery

## Professional Certifications

- Google IT Support 06/2025
- Google Cybersecurity 07/2025
- IoT Programming Specialization | UC Irvine 06/2025
- Meta Front-End Developer 07/2025
- IBM Generative AI Engineering 08/2025
- Hands-on Internet of Things | University of Illinois 10/2025
- .NET Full Stack Developer | Board Infinity 11/2025

## Professional Experience

### *Home Lab Infrastructure*

Boston, MA | 2020-Present

- Built enterprise-grade network with pfSense firewall, VLAN segmentation, and managed switches (GS308E, GS305EP).
- Configured Synology NAS with RAID 1, automated backups, and 24/7 availability.
- Deployed multi-platform environment: Windows 11 (Intel i5, 64GB RAM), Ubuntu Linux (AMD Ryzen 5), macOS (iMac).
- Implemented DNS-level security with pfBlockerNG for threat intelligence and ad blocking.

### *Forest Properties | Property Management Specialist*

Boston, MA | 05/2023-08/2025

- Managed enterprise technology systems for 1,300+ unit portfolio, serving as primary technical support contact.
- Administered cloud platforms: OneSite property management software, Salesforce CRM, Knock CRM for 700+ user portfolio.
- Troubleshot software/hardware issues, password resets, and user access management with 95%+ system uptime.
- Coordinated with IT vendors for system maintenance, upgrades, and integration projects.
- Provided technical training and documentation to staff on software applications and security best practices.
- Responded to technical support requests with average resolution time under 2 hours.

### *Berkshire Hathaway | Realtor*

Boston, MA | 05/2017-05/2023

- Developed and maintained custom website for lead generation, managing hosting, updates, and SEO optimization.
- Integrated CRM systems to automate client communications and property listings across multiple platforms.
- Troubleshot technical issues with listing syndication, virtual tour software, and digital signature platforms.
- Utilized data analytics to track listing performance and optimize marketing strategies.

### *UC Synergetic | CAD Technician/Field Engineer*

Mansfield, MA | 08/2013-04/2017

- Provided technical support for AutoCAD, Microstation, and MATLAB engineering software.
- Troubleshot software and hardware configurations for telecommunications infrastructure projects.
- Created technical documentation and user guides for field engineering teams.