

Giancarlo Perez

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EXPERIENCE

IT Technician

October 2024 – Present

Information Technology, American Airlines Center

Dallas, TX

- Monitored and maintained IT systems and infrastructure, including servers, network devices, and venue-wide TV displays for events
- Responded promptly to support tickets using Spiceworks, resolving hardware, network, and Point-of-Sale (POS) issues to minimize downtime during events.
- Set up and dismantled hardware for events, such as wireless access points, cabling, PDUs, and network switches to meet the needs of various departments and external groups
- Compiled end-of-day reports summarizing IT incidents, resolutions, and performance metrics, providing insights of operations

IS Support Technician

January 2023 – Present

Information Systems, Six Flags Over Texas

Arlington, TX

- Used a help desk ticketing system to provide software and hardware support to end users for POS systems, Windows, printers, LAN hardware, VoIP telephones, and A/V equipment.
- Experience in Active Directory, Azure, Cisco IOS CLI, Meraki, RDP, and other proprietary software.
- Utilized asset management tools to maintain inventory, track device lifecycles & warranties, as well as imaging and deploying new devices

PROJECTS

Home Lab | *Cisco IOS, HTML, JavaScript*

June 2023 – Present

- Configured home network using Cisco network switches with VLAN setups to segment network traffic
- Utilized Windows 11 Pro with Remote Desktop Protocol (RDP) to remotely control and manage PCs running services such as Docker containers and game servers.
- Deployed and managed multiple Raspberry Pi devices hosting services such as a personal web server using SSL encryption, a 3D printer server to streamline print job management and remote monitoring, and a database server for data storage and experimenting purposes

Tiva-C Microcontroller Network Stack | *C*

March 2024 – Present

- Designed and implemented a fully functional IPv4 network stack on a Texas Instruments TM4C123GH6PM microcontroller, enabling robust communication over Ethernet.
- Utilized the ENC28J60 Ethernet controller as a peripheral using SPI, achieving data transfer in a 10Base-T half-duplex configuration.
- Integrated functionality for several protocols, including TCP/IP and UDP for data transfer, DHCP for dynamic addressing, and MQTT for seamless messaging for IoT applications.

Discord UNO App | *node.js, JavaScript*

October 2020

- Developed a Discord application using the discord.js API to simulate a game of UNO with 2+ people.
- Used node.js to install various libraries and package and run the application

EDUCATION

University of Texas at Arlington

Arlington, TX

Bachelor of Science in Computer Engineering

August 2020 – May 2025

Relevant Coursework: Embedded Systems, Electronics, IoT & Networking, Real-Time Operating Systems, Electromechanical Systems & Sensors, Signal Processing

SKILLS

General Skills: Customer Service, Problem-Solving, Adaptability

Technical Skills: Network Troubleshooting, Electronic Hardware Repair, Software Development, Information Technology

Languages: C/C++, ARM Assembly, JavaScript, Windows PowerShell, Cisco IOS

Certifications: CompTIA A+

Tools: Git, Jira, Agile, SolarWinds, Spiceworks, Docker, MS Office