

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.
- 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 2024 – 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

HydraSense Fire Hydrant Monitoring System | C

May 2025

- Worked in a team to design a low-power embedded IoT device using a TM4C123GH6PM microcontroller to monitor fire hydrant sensors remotely, with hibernation support for extended battery life.
- Developed UART HAL to interface with a SIM7600A-H 4G module, allowing data to be published to a remote broker via the MQTT protocol.
- Collaborated and communicated with teammates responsible for cloud data visualization (Node-RED, InfluxDB) and web front-end integration.

Tiva-C Microcontroller Network Stack | C

March 2024 – Present

- Designed and implemented a fully functional IPv4 network stack on a Texas Instruments TM4C123GH6PM microcontroller, allowing 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 ARP, ICMP, DHCP, TCP/IP and UDP for data transfer, and MQTT for messaging functionality for IoT applications.

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

SKILLS

General Skills: Customer Service, Problem-Solving, Adaptability

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

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

Certifications: CompTIA A+, CompTIA Network+

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