

Raymond Carrillo

Application Engineer | Technical Support | Network & Systems Operations

Thornton, Colorado • raymond.c.carrillo@gmail.com • (303) 999-8076

Technical professional with 15+ years of experience across application support, technical support, systems operations, server administration, and training. Strong in roles that require disciplined troubleshooting, clear communication, documentation, and follow-through. Brings a practical mix of customer-facing support, network and platform problem-solving, and systems thinking shaped by communications, QA, and real operational work.

PROFESSIONAL EXPERIENCE

Senior Technician

Code Blue Computing

Recent 3 years | Current focus

- Provided Tier 2 support across endpoint issues, Microsoft 365 administration, server tasks, and network troubleshooting in client environments where speed and clarity mattered.
- Resolved escalations involving VPN connectivity, SonicWall access, DNS and hostname resolution, mapped drives, network discovery, segmentation, and remote support workflows.
- Supported day-to-day service delivery through RMM-style tooling, diagnostic scripting, device discovery, documentation, and ticket coordination.
- Translated technical issues into clear next steps for clients and internal teams, helping problems move toward resolution instead of getting stuck in handoff gaps.
- Documented repeatable fixes and troubleshooting procedures to improve support consistency and reduce avoidable rework.

Web Developer / Server Administrator

Contempo Web Service | Thornton, Colorado

Aug 2011 – 2023

- Managed web operations, Linux-based server administration, and application support for client-facing platforms with ongoing uptime, maintenance, and support demands.
- Built, maintained, and improved Drupal-based websites, handling site functionality, configuration changes, troubleshooting, and ongoing platform work through 2023.
- Created, queried, repaired, and restored SQL databases to keep applications stable and shorten issue-resolution time.

- Improved site speed, security, and operational stability through platform tuning and integrations including PageSpeed, reCAPTCHA, and Google Analytics.
- Maintained remote systems over secure SSH in headless Ubuntu environments and supported reliable ongoing maintenance workflows.
- Built an internal ticketing and training system to support onboarding, documentation, and more consistent knowledge transfer.

Internet Tech Support Agent

West Central Net | San Angelo, Texas

Aug 2005 – May 2009

- Provided customer-facing support for internet and connectivity issues during outages, service disruptions, and account-related incidents.
- Handled support needs involving customer accounts, wireless broadband connections, antivirus software, and backup Exchange server issues.
- Coordinated between customers and field technicians to speed restoration of service and keep communication clearer during incidents.
- Created how-to documentation for networking equipment, software, and diagnostic tools to strengthen internal support knowledge.

Maintenance Training Manager

United States Air Force | Goodfellow AFB, Texas

Aug 2002 – May 2005

- Improved maintenance training programs by evaluating trainers, identifying shortcomings, and implementing fixes that strengthened readiness and accountability.
- Supervised more than 70 training records covering 3,000+ qualification tasks across four technical career fields.
- Defined benchmark evaluation processes for local training programs that were later adopted at headquarters level.
- Received two Achievement Medals for performance and contribution.

Radio Maintenance Technician

United States Air Force | Mannheim, Germany

Oct 2000 – Jun 2002

- Supported tactical communications readiness by maintaining communications equipment used in operational environments where reliability mattered.
- Contributed to projects that integrated newer satellite technologies with legacy computer systems.

- Advanced to journeyman skill level through hands-on technical work and consistent field performance.

CORE COMPETENCIES

Technical support

Network troubleshooting

Application support

Microsoft 365 support

VPN troubleshooting

SonicWall support

Linux / SSH operations

SQL / database support

Drupal administration

Documentation

Training

Quality assurance

RMM / ticketing workflows

Customer communication

Deployment support

Cross-functional collaboration

SELECTED STRENGTHS

Application Engineering Fit

Requirements gathering, deployment support, troubleshooting, user communication, and turning technical needs into usable working solutions.

Operations Mindset

Comfortable working across multiple systems, users, and priorities while keeping execution clear and moving.

Process Discipline

Strong documentation habits shaped by communications, QA, training, and support environments where details matter.

EDUCATION

Master of Information Technology Management

Project Management Specialization

Colorado State University Global

Bachelor of Business Administration

Management

Angelo State University

Associate in Applied Science

Electronic Systems Technology

Community College of the Air Force

AWARDS

- Two United States Air Force Achievement Medals
- Above-average promotion trajectory to Staff Sergeant line number

PRESENTATION NOTES

Draft reworked to better match application support, technical support, and systems-facing roles while keeping the tone direct and credible.