

Manuel Marin III

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IT Operations / Junior Systems Administrator | Windows • Linux • AWS • Networking • Active Directory

SUMMARY

IT operations generalist with a B.S. in Computer Information Technology (CSUN, 2025), Tier 1 help desk experience in an Active Directory and Microsoft 365 environment (~20 tickets/day), and 1.5 years administering production infrastructure for e-commerce clients: AWS (EC2, RDS, EBS), Hostinger VPS, Cloudflare DNS and Workers, hosting migrations with DNS cutover, domain email routing, and incident recovery for sites serving 10,000+ monthly users. Scripts in PowerShell, Bash, and Python. Google IT Support Professional Certificate expected Nov 2026.

SKILLS

Systems: Windows, macOS, Linux (Ubuntu, Amazon Linux), Active Directory (AD) account and password administration, Microsoft 365 (M365), VPN, printers, VoIP phones, OS and software deployment

Cloud and virtualization: AWS (EC2, RDS, EBS), Cloudflare (DNS, Workers), Hostinger VPS, Docker, VMware, Hyper-V, Proxmox

Networking: TCP/IP, DNS, DHCP, VLAN, VPN configuration, SSL/TLS and domain management, Wi-Fi and Ethernet troubleshooting

Scripting and automation: PowerShell, Bash, Python, SQL, Git, GitHub Actions (CI/CD), Zapier, REST APIs, webhooks

Operations: Ticketing and escalation, change control, documentation, remote support, Jira, Slack, Microsoft Teams

EXPERIENCE

Full Stack Developer (Freelance) — hosting and infrastructure — Limited Edition Group, Los Angeles, CA **Apr 2025 – Present**

- Administer production hosting for client e-commerce storefronts on AWS (EC2, RDS, EBS), Hostinger VPS, and Cloudflare, serving 10,000+ monthly users
- Manage DNS, custom domains, SSL, and redirects across Cloudflare, Hostinger, and Spaceship registrars, including a 301 redirect of a defensive domain
- Restored a live storefront after a provider-side hosting suspension by redeploying it to Cloudflare Workers with a DNS cutover, then migrated it back to managed hosting once access was reestablished
- Set up domain email routing (Hostinger to Gmail) and transactional email templates; stripped metadata from image assets with exiftool, svgo, and Ghostscript
- Built and maintain Zapier automations (payment routing by processor and time of day, webhook order intake, Slack alerts) and debugged a storage-loop fault and a midnight time-zone edge case
- Maintain storefront code in TypeScript, Node.js, and SQL with Git and GitHub; integrate Stripe, PayPal, Square, and QuickBooks

IT Help Desk Technician (Contract) — Fralock, Chatsworth, CA **Jan 2023 – Aug 2023**

- Resolved ~20 Tier 1 tickets per day for Windows and macOS users covering hardware, software, Microsoft 365, printer, VoIP phone, and VPN issues
- Administered Active Directory user accounts: password resets, unlocks, and access permissions
- Documented work and reviewed prior-shift notes in the ticketing system; escalated to Tier 2 and Tier 3 with documented troubleshooting steps
- Attended change-control meetings, reported project status, and reviewed proposed changes

IT Technical Support Intern — California State University, Northridge (Computer Lab) **Jan 2019 – Mar 2020**

- Set up, configured, and troubleshot desktops, laptops, printers, and classroom technology; installed and updated operating systems and software
- Managed user accounts and access permissions; troubleshot Wi-Fi and Ethernet connectivity; documented and escalated issues

PROJECTS

- **My Magic Designs** (mymagicdesigns.com) — Custom-apparel e-commerce site on Hostinger with webhook order intake into Zapier Tables and automated customer emails
- **Themed Weather Web Application** — Location-aware weather app consuming a third-party API, hosted on AWS ([demo video](#))

EDUCATION

B.S. Computer Information Technology — California State University, Northridge

May 2025

CERTIFICATIONS

- Google IT Support Professional Certificate — in progress, expected Nov 2026