

RICHARD PENA

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 Waukee, IA

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CORE COMPETENCIES

- Network Infrastructure (LAN/WAN/VPN)
- Firewall Management — Palo Alto
- Cloud Identity: Azure AD & Okta
- Microsoft 365 & Exchange Admin
- Apple MDM — Jamf Connect
- Email Security: Mimecast & Darktrace
- VOIP Administration
- IT Service Mgmt — Jira (JSM)
- Endpoint: Windows 10/11 & macOS
- User Lifecycle Management
- Bilingual — English & Spanish

EDUCATION

Computer Sciences

APEC — Dominican Republic
2004 – 2005

High School Diploma

Centro Educ. Prof. Santiago
2004

CERTIFICATIONS/TRAINING

- Palo Alto Networks — User-ID
- Palo Alto Networks — NGFW Setup & Management
- Mimecast Secure Email Gateway Warrior
- Dell Tech Direct 1000: Client Foundations
- HDI Desktop Advanced Support Technician

PROFESSIONAL SUMMARY

Senior Network & Systems Administrator with 8+ years of hands-on experience designing, securing, and optimizing enterprise IT infrastructure. Adept at managing complex multi-vendor network environments (Palo Alto, Cisco, Aruba, Extreme), cloud identity platforms, and SaaS ecosystems at scale. Known for proactively resolving root-cause issues, streamlining operations through clear documentation, and partnering cross-functionally to align IT capabilities with business goals. Bilingual in English and Spanish — an asset in diverse, fast-paced environments.

PROFESSIONAL EXPERIENCE

Innovation Refunds, Inc. - Senior Network Administrator

Waukee, IA • Jul 2023 – Present

- Architected and maintained enterprise network infrastructure across Palo Alto firewalls, Extreme Networks, Cisco, and Aruba — ensuring 99%+ uptime and robust security posture.
- Engineered Zone Security, NAT, and Security Policy frameworks on Palo Alto next-gen firewalls to protect organizational assets and enforce least-privilege access.
- Reduced email-borne threat exposure by administering Darktrace AI-driven monitoring, identifying and neutralizing phishing and fraud attempts before escalation.
- Consolidated and managed 15+ SaaS administration consoles — including Azure AD, Okta, O365, GSuite, HubSpot, Slack, Zoom, Adobe, and Teams — improving governance and access control.
- Owned VOIP infrastructure (Dialpad, Zoom) including IVR design, contact center routing, and department provisioning for company-wide communications reliability.
- Served as Cloudflare domain administrator, ensuring DNS integrity, security, and availability across all company domains.
- Built and maintained a comprehensive internal knowledge base, reducing repeat incident resolution time and enabling faster onboarding of IT staff.

Innovation Refunds, Inc. - IS System Administrator

Waukee, IA • Jun 2022 – Jul 2023

- Streamlined employee onboarding and offboarding by managing full account lifecycle across 10+ platforms — including AD, Azure, GSuite, O365, Slack, HubSpot, Dialpad, and Quickpass — cutting provisioning time and reducing security risk.
- Led the evaluation, pilot, and company-wide rollout of Dialpad VOIP, FAQ Bot, and HighQ for Legal — delivering measurable productivity gains for cross-functional teams.
- Administered Apple and Windows device fleets using Jamf Connect and Microsoft Intune, ensuring policy compliance and secure configurations across the organization.
- Managed RDS environment supporting Windows-based remote users, maintaining performance and availability for distributed teams.
- Strengthened network security posture by monitoring traffic patterns and enforcing security policies across all network segments.
- Standardized hardware acquisition processes and maintained complete asset inventory, improving cost visibility and procurement efficiency.
- Authored support procedures in Notion and logged all tickets in ConnectWise, building institutional knowledge and enabling consistent service delivery.

StoneX - Desktop Support Analyst II

New York, NY • Aug 2020 – Jun 2022

- Delivered Tier 2 end-user support across a high-pressure financial services environment, consistently resolving incidents ahead of SLA deadlines using FreshService.
- Provisioned and deployed workstations, docking stations, and peripherals for new hires, ensuring day-one productivity with zero configuration delays.
- Supported mission-critical trading applications — ICE Chat, QST, ProphetX, and Eikon — minimizing downtime for time-sensitive trading operations.
- Managed user accounts and device enrollment in Active Directory and Microsoft Intune/Azure AD, maintaining access governance across the organization.
- Configured and supported Cisco IP phones and enterprise conference systems, enabling seamless communications for internal and client-facing teams.
- Collaborated with the Security Operations (SecOps) team to vet and validate software compliance prior to deployment, reducing vulnerability exposure.
- Supported VPN connectivity via Global Protect and Cisco AnyConnect, maintaining secure remote access for distributed staff.