

Minseo Choi

Centreville, VA | 703-501-3033

PROFESSIONAL SUMMARY

Accomplished IT professional with extensive experience in incident management, network engineering, and cybersecurity. Demonstrated expertise in optimizing system performance and implementing resilient IT solutions to enhance operational efficiency and productivity. Proven ability to lead major IT projects, streamline IT support systems, and deliver exceptional customer service. Adept at building strong professional relationships and collaborating effectively with diverse teams. Dedicated to continuous learning and innovation, with a focus on advancing digital business infrastructures.

TECHNICAL SKILLS

Incident Management, Network Engineering, Cybersecurity, System Optimization, Project Management

SOFT SKILLS

Analytical Problem Solving, Effective Communication, Leadership and Team Management, Customer Service Excellence, Collaborative Work Ethic

CERTIFICATIONS

* *Cisco Certified Network Associate Routing and Switching* * *Jamf Certified Associate - Jamf Pro*
* *Google IT Support* * *Google Cybersecurity*

PROFESSIONAL EXPERIENCE

Verisign **Reston, VA, USA**
Engineer I - Computer Operations Support *Apr 2024 - Present*

- In my role, I lead incident management and support operations, providing 24/7 technical assistance across corporate information services. I utilize tools like xMatters and Netcool for alert monitoring and troubleshooting, while enhancing cybersecurity through Splunk and Cisco IronPort. I also build strong professional relationships, share knowledge through internal systems, and manage assets with Service Now.

Loudoun Country Day School **Leesburg, VA, USA**
IT Support Specialist *Aug 2021 - Apr 2024*

- I spearheaded an IT support overhaul, enhancing troubleshooting efficiency by 80% for 200+ users through strategic diagnostics and leadership. I also orchestrated a key partnership with an MSP to execute major IT projects, eliminating inefficiencies and significantly improving support. Additionally, I revolutionized educational technology integration, boosting productivity by 80% and improving network reliability by 75% with bespoke IT solutions and advanced technologies.

Zencere **Remote**
IT Support Engineer *Jun 2022 - Jun 2023*

- I led the management and optimization of Hyper-V and ESXi virtualization platforms, improving security and stability across 30+ virtual machines and utilizing HP iLO and Dell iDRAC for enhanced server configurations. I transformed the IT support system, boosting team productivity by 25% through efficient ticketing and communication. My role in Equinix Data Center involved installing and troubleshooting critical infrastructure, with advanced skills in Ubiquiti, Synology, and network management. Additionally, I pioneered IT projects, including migrations and upgrades, using Microsoft SharePoint for documentation and collaboration, enhancing customer satisfaction and operational efficiency in Zencere's MSP operations.