

JORDAN CALDERON

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PROFESSIONAL SUMMARY

IT Systems Administrator with 6+ years in enterprise infrastructure, network administration, and automation within a security-first, NCUA-regulated financial services environment. Deep hands-on experience with DNS, DHCP, VPN, Active Directory, firewall policy, VMware virtualization, and Microsoft 365 administration. Builds Python and PowerShell tooling, API-driven integrations, and webhook-based workflows to eliminate manual overhead. CompTIA Network+ and A+ certified; Security+ in progress (exp. Q3 2026). B.S. MIS, SDSU. U.S. citizen, eligible for Secret clearance. Bilingual English / Spanish.

PROFESSIONAL EXPERIENCE

IT Systems Administrator

Aug 2022 – Present

California Coast Credit Union · San Diego, CA

- Led enterprise infrastructure upgrade — server deployment, network reconfiguration, and virtualization platform rollout — for 500+ end users across multiple sites with zero unplanned downtime
- Administer enterprise DNS, DHCP, VPN, Active Directory, Group Policy, and firewall policy in a security-first financial environment; coordinate change management with Security, Network Engineering, and Application Development teams
- Manage VMware (ESXi, vCenter) virtualization and Linux production servers — deployment automation, service orchestration via systemd, and secure remote access infrastructure
- Configure and enforce endpoint compliance for 500+ devices and 200+ mobile corporate devices (Windows, macOS, iOS, Android) via Microsoft Intune and VMware Workspace ONE (AirWatch)
- Built Python and PowerShell automation for provisioning, monitoring, and compliance reporting, reducing manual intervention by 40% and standardizing operational workflows
- Implemented API-driven integrations between core systems, enabling automated workflows and real-time event processing via webhook architecture
- Administer Microsoft 365 and Exchange Online; manage identity, mail routing, and security policy across the tenant
- Troubleshoot Layer 2–7 network incidents using logs, packet captures, and diagnostic tools; document runbooks and standard operating procedures

IT Support Supervisor

Sep 2020 – Aug 2022

California Coast Credit Union · San Diego, CA

- Led 6 support specialists resolving 1,000+ weekly infrastructure and network requests; drove improvements to incident response, escalation workflows, and documentation standards
- Designed and implemented standardized deployment processes for enterprise software rollouts, reducing deployment time by 35% and improving user adoption

- Partnered with executive leadership and technical teams to evaluate, pilot, and deploy emerging technologies; delivered training on network troubleshooting methodologies and escalation procedures

IT Support Specialist

Sep 2019 – Sep 2020

California Coast Credit Union · San Diego, CA

- Provided Tier 1/2 support for network, VPN, Active Directory authentication, and system issues for 500+ users on Windows, macOS, and Linux
- Assisted in large-scale migrations including server upgrades and directory consolidation with zero unplanned downtime
- Created automation scripts that improved first-call resolution and reduced recurring ticket volume; diagnosed DNS/DHCP and connectivity failures with clear reproduction steps and supporting evidence

TECHNICAL SKILLS

Networking:	DNS, DHCP, VPN, TCP/IP, firewall policy, 802.1x / NAC, Layer 2–7 troubleshooting, multi-site WAN
Systems:	Windows Server, Active Directory, Group Policy, Linux (Ubuntu, CentOS), systemd, SSH / RDP
Virtualization:	VMware ESXi, vCenter, Workspace ONE
Cloud:	Microsoft Azure, AWS, Cloudflare (Tunnels, Workers)
Containers:	Docker
M365 / Identity:	Microsoft 365, Exchange Online, Intune, Azure AD / Entra ID
Automation:	Python, PowerShell, Bash, JavaScript / TypeScript, Git, CI/CD workflows, REST APIs, webhook architecture
Security:	Zero Trust principles, endpoint policy enforcement, certificate management, backup / disaster recovery
Tools:	Jira Service Management, SolarWinds, Veeam, enterprise PBX/VoIP

CERTIFICATIONS

CompTIA Network+ · CompTIA A+ · CompTIA Security+ (in progress, exp. Q3 2026)

EDUCATION

San Diego State University — B.S. Management Information Systems, May 2019

Relevant coursework: Networks & Data Communications, Data Management Systems, Information Systems Analysis, Business Process Engineering

ELIGIBILITY & LANGUAGES

Eligibility:	U.S. Citizen — eligible for Secret clearance
Languages:	English (native) · Spanish (proficient)