

RODRIGO PIZZOLATO

IT Support Specialist | Network Administrator

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SUMMARY

IT professional with over 10 years of experience in network infrastructure, systems administration, and technical support, currently supporting multi-site clients in an MSP environment in the Los Angeles area. Bachelor's in Computer Science; certified in Linux (LPIC-1, LPIC-2, Linux Essentials) and Microsoft Azure Fundamentals, with Cisco CCNA in progress. Hands-on with networking (Cisco, UniFi, SonicWall, Meraki), cloud platforms (AWS, Microsoft 365, Entra ID), Windows and Linux servers, virtualization, endpoint security, and automation — focused on reliability, security, and measurable service quality. Publishes technical articles and videos at rodp.me.

CORE COMPETENCIES

- **Networking:** TCP/IP, subnetting, VLAN design, routing, DNS, DHCP, multi-site network design
- **Switching & Wireless:** Cisco and UniFi switching, UniFi wireless deployment and RF optimization
- **Firewall & VPN:** SonicWall, Cisco Meraki, pfSense; site-to-site and remote access VPN
- **Cloud:** AWS (EC2, S3, VPC, IAM), Microsoft 365, Exchange Online, Google Workspace
- **Identity:** Active Directory (on-prem and hybrid), Microsoft Entra ID, MFA
- **Servers & Virtualization:** Windows Server 2016–2022, Linux (Debian/Ubuntu, Red Hat), Hyper-V, Proxmox
- **Security:** EDR and endpoint protection (SentinelOne, ESET PROTECT), incident response
- **Automation & Endpoints:** PowerShell, Bash, RMM platforms (NinjaOne, Tactical RMM), Intune, Apple MDM

PROFESSIONAL EXPERIENCE

IT Support Specialist — BROAD PC Inc

Feb 2026 – Present

Los Angeles, CA (MSP, multi-client)

- Deliver on-site and remote Tier 1–2 support across multi-client environments (corporate offices, warehouses, retail) under SLA-driven operations.
- Deploy and maintain network infrastructure — Cisco switches, VLANs, UniFi wireless — and manage SonicWall and Meraki firewalls with site-to-site and remote access VPNs for clients distributed across LA, NY, and Miami.
- Administer AWS environments (EC2, S3, VPC, IAM), including backup, networking, and security configuration for high availability.
- Administer Microsoft 365 tenants and Microsoft Entra ID, including user provisioning and MFA rollout to strengthen client security posture.
- Lead client IT projects: email migrations from on-premises Exchange to Microsoft 365, Intune and Apple MDM deployments, and ERP modernization.
- Manage endpoint security platforms (SentinelOne, ESET PROTECT): threat detection, incident response, and security policy enforcement.
- Maintain Windows Server 2016–2022 environments (Active Directory, DNS, DHCP, GPO) and Hyper-V virtualization hosts; implement backup and disaster recovery with Synology NAS.
- Automate patch management and proactive monitoring with PowerShell and RMM tools (NinjaOne, Tactical RMM).

IT Assistant (Freelance) — PC Tech Solutions LLC

Oct 2025 – Apr 2026

Torrance, CA

- Provided end-to-end technical support for residential and small business clients: hardware repair, OS installation, and network troubleshooting.

- Performed server upgrades (memory/storage) and configured switches, VLANs, access points, and networked payment systems.

IT Analyst I — Network Administrator — UNESP (São Paulo State University)

Aug 2023 – Aug 2025

Rio Claro, Brazil

- Administered and monitored the campus network: managed switches, access points, IP cameras, and network printers.
- Designed and implemented LAN/VLAN architectures, improving network segmentation and performance.
- Managed users, permissions, and services across Windows and Linux servers, including backups, network services, and security controls.

IT Support Technician — Piracicaba City Hall

Nov 2012 – Aug 2023

Piracicaba, Brazil

- Provided on-site and remote support for the municipal public school network, covering hardware, software, and network maintenance.
- Installed and configured local networks, printers, and operating systems; standardized OS deployment with imaging tools (Clonezilla).
- Supported accessibility technology for special-needs students (Braille printers, NVDA screen readers) and maintained backup routines ensuring data integrity.

IT Support | Intranet Developer — São Paulo State Police

Feb 2008 – Feb 2011

Piracicaba, Brazil

- Supported critical IT environments, including the 190 emergency dispatch system (Brazilian equivalent of 911).
- Maintained network infrastructure, operating systems, and databases (SQL Server, MySQL, Firebird).
- Developed internal web applications (HTML, CSS, JavaScript, PHP) that improved help desk workflows and ticket management.

EDUCATION

Bachelor of Science in Computer Science — Anhanguera College, Brazil

2012

CERTIFICATIONS

- LPIC-2: Linux Engineer — Linux Professional Institute
- LPIC-1: System Administrator — Linux Professional Institute
- Linux Essentials — Linux Professional Institute
- Microsoft Certified: Azure Fundamentals (AZ-900)
- In progress: Cisco CCNA (expected 2026) · Microsoft Azure Administrator (AZ-104)

VOLUNTEER EXPERIENCE

Los Angeles Homeless Services Authority (LAHSA)

Jan 2026

- Supported large-scale field data collection for a government-led initiative, ensuring accuracy and coordination across distributed teams.