

Eduardo Salinas

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Professional Summary

Systems Administrator and IT professional with more than three years of experience supporting enterprise infrastructure and technology operations within a regulated casino environment. Experienced in Windows administration, Microsoft 365, Active Directory and Microsoft Entra ID, identity and access administration, endpoint lifecycle management, virtualization, system upgrades, and network troubleshooting across an environment supporting more than 1,200 users and 500 endpoints. Skilled in diagnosing technical issues, coordinating with vendors, maintaining documentation, and supporting the availability and continuity of business-critical systems. Currently pursuing an M.S. in Cybersecurity at New York University while continuing to expand hands-on systems, server, networking, and infrastructure administration experience.

Experience

Pala Casino Spa Resort, Pala, San Diego

May 2026 – Present

Systems Administrator

- Administer and maintain assigned enterprise systems and supporting infrastructure used for day-to-day business operations within a regulated environment.
- Perform system lifecycle activities including deployment, configuration, patching, upgrades, licensing, maintenance, and operational administration.
- Support Windows Server and VMware environments, including system configuration, resource allocation, storage changes, maintenance, and upgrade planning.
- Manage identity and access functions, including account provisioning, permissions, MFA enrollment, and user administration through Microsoft Entra ID and RSA SecurID.
- Troubleshoot system, application, server, and connectivity issues, coordinating with internal technical teams and external vendors to restore service.
- Support infrastructure and application upgrade projects by documenting existing environments, identifying prerequisites, coordinating vendor requirements, and assisting with implementation planning.
- Develop and maintain technical documentation, operational procedures, system records, and disaster recovery information for supported platforms.

Pala Casino Spa Resort, Pala, San Diego

Nov 2022 – May 2026

Computer Support Specialist

- Provided Tier II technical support for more than 1,200 users and 500 endpoints across a regulated enterprise casino environment.
- Diagnosed and resolved operating system, software, hardware, printer, mobile device, account, and network connectivity issues while maintaining established service levels.
- Administered Active Directory and Microsoft 365 functions, including account provisioning, permissions, MFA support, and user lifecycle administration.
- Performed workstation deployment, configuration, onboarding, offboarding, hardware replacement, and endpoint lifecycle management.
- Supported endpoint and network reliability through operating system patching, antivirus monitoring, software maintenance, and troubleshooting involving TCP/IP, DNS, DHCP, VPN, and wireless connectivity.
- Managed a high-volume support queue while documenting troubleshooting steps, communicating with users, and escalating complex issues to systems, networking, security, and vendor teams.

Skills

- **Systems and Infrastructure:** Windows Administration, Windows Server, Microsoft 365, Active Directory, Microsoft Entra ID, endpoint lifecycle management, workstation deployment, system patching, upgrade planning, disaster recovery documentation.
- **Identity & Access:** Account provisioning, MFA administration, RSA SecurID, permissions management, group administration, onboarding and offboarding, least-privilege practices.
- **Networking:** TCP/IP, DNS, DHCP, VPN, wireless connectivity, network troubleshooting, switch and physical connectivity support, Cisco IOS familiarity.
- **Operations & Platforms:** VMware, vSphere, Group Policy familiarity, ticketing systems, technical documentation, vendor coordination, incident escalation, system maintenance.

Education

New York University – Brooklyn, New York

Master of Science (M.S.) in Cybersecurity. Cyber Fellow (GPA 3.8)

Expected May 2027

California State University - San Marcos

Bachelor of Science (B.S.) in Computer Science. Dean's List

May 2022

Notable Coursework:

- Operating Systems
- Principles of Database Systems
- Digital Forensics
- Network Security

Certificates

CompTIA Security+, 2023 CompTIA Pentest+, 2025 Google IT Support Professional, 2022

Projects

Windows 11 & Endpoint Standardization

- Developed and maintained a standardized Windows workstation baseline to support consistent endpoint deployment and lifecycle management.
- Built and generalized Windows images using Sysprep and documented repeatable provisioning procedures.
- Supported the migration from Windows 10 to Windows 11, including deployment of critical systems for executives, managers, and other high-priority users.