

NELSON TULIO, CCNA

778-951-2316 | tulio.nelson021@gmail.com | ntulio.com | Vancouver, B.C

Professional Summary

Computer Information Systems Administration graduate with hands-on experience in desktop support, systems administration, networking, and customer service through academic projects, technical labs, and self-directed learning. Skilled in troubleshooting Windows 10/11, Microsoft 365, Active Directory, hardware, software, and network connectivity issues. Experienced with user account administration, device provisioning, Microsoft Entra ID, Intune, SCCM, and Windows Server environments, with strong communication, problem-solving, and documentation skills.

Skills

- **IT Support Skills:** Windows 10/11 Troubleshooting, Microsoft 365 Administration and support, Active Directory User and Group Management, Entra ID, Device Provisioning, VPN and Remote Access Troubleshooting, Hardware and Software Troubleshooting, Technical Documentation, Ticket Management and Incident Tracking, Microsoft Azure (Entra ID, Intune, Exchange), AI and LLM Deployment, Microsoft Teams, SharePoint
- **Server Administration:** Windows Server, Group Policy, Linux Administration, SQL, PowerShell and Bash, Python, SCCM, Apache Web Server
- **Networking:** TCP/IP, OSI Model, IPv4/IPv6, Subnetting, VLSM, VLANs, Inter-VLAN Routing, STP, EtherChannel Port Security, OSPF, EIGRP, BGP, NAT, ACLs, DHCP, DNS, LAN, WAN, WLAN (802.11), Router and Switch Configuration, Network Troubleshooting, VoIP Phone Systems
- **Security and Cloud:** Firewall Configuration (FortiGate, Palo Alto, Check Point), SIEM Monitoring, AWS Cloud Infrastructure, High Availability and Fault Tolerance, Microsoft Intune, Microsoft Entra ID

Certifications

- CCNA: Cisco Certified Network Associate
- TestOut PC PRO
- NSE4 – Fortinet Certified Associate
- Palo Alto Networks Cybersecurity
- CCSA: Check Point Certified Security Administrator

Projects

Cloud-Hosted Portfolio Website in Azure | ntulio.com

- Provisioned and administered an Azure Ubuntu virtual machine, deploying a static portfolio website with Nginx.
- Integrated a custom domain through GoDaddy DNS and secured the site with HTTPS using Let's Encrypt SSL certificates.
- Configured SSH key-based authentication and implemented network security controls using Azure NSGs and UFW firewall.

Enterprise & Campus Network Project | BCIT

- Designed and deployed a multi-site enterprise network connecting 5 campuses and 2 branch offices using IPv4/IPv6, supporting network troubleshooting and reliable connectivity.
- Implemented BGP, OSPF, DMVPN/GRE VPNs, HSRP, and EtherChannel to provide secure, resilient, and scalable network connectivity.
- Configured Active Directory, DNS, DHCP, and FortiGate security controls to support centralized user management, network services, and network protection.

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Professional Experience

Canadian Tire (Oct 2019 – Present)

Warehouse/Receiving Associate

- Received and inspected merchandise deliveries using inventory management software.
- Tracked assets using RF scanners and inventory systems to maintain accurate records.
- Maintained warehouse cleanliness and organization while managing tasks in a fast-paced environment.
- Assisted customers and store associates with product inquiries and order support, providing professional customer service.
- Communicated inventory and warehouse issues to management with clear written and verbal communication.

TestLink (March 2022, to May 2022)

Internship as Software Tester

- Performed functional testing of assigned application areas and reported issues and errors using GitLab for incident tracking.
- Wrote detailed test cases and technical documentation for assigned application areas.
- Performed cross-browser compatibility testing of assigned application areas.
- Performed mobile testing of assigned application areas and documented results.
- Performed test automation using TestCafe Studio with a data-driven approach

Hitek Computer School (October 2021, to February 2022)

Software Tester

- Performed ad hoc testing, reported bugs using the Elementool defect tracking system, and verified bug fixes.
- Developed test plans and generated test cases for different parts of applications.
- Performed functional, regression, and system testing while applying analytical problem-solving skills.
- Performed compatibility testing of web applications across different browsers.
- Created automated test scripts using UFT and Selenium WebDriver.

Education

British Columbia Institute of Technology (BCIT)

Burnaby, BC

Computer Information Systems Administrator Program

May 2026

Hitek Computer School

Vancouver, BC

Certificate in Software QA

2022

Nueva Ecija University of Science and Technology,

Nueva Ecija, Philippines

BSIT – Major in Web Application Programming

2016