

# NELSON TULIO, CCNA

778-951-2316 | [tulio.nelson021@gmail.com](mailto:tulio.nelson021@gmail.com) | [ntulio.com](http://ntulio.com) | Vancouver, B.C

## Professional Summary

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Computer Information Systems Administration graduate hands-on experience in technical support, systems administration, networking, and customer service through academic projects, technical labs, and professional environments. Skilled in troubleshooting Windows operating systems, Microsoft 365, Active Directory, hardware, software, network connectivity, and endpoint devices, with knowledge of Windows Server, Microsoft Entra ID, Intune, VPNs, DHCP, and DNS. Strong problem-solving, communication, and documentation skills with the ability to provide effective Tier 1 and Tier 2 technical support in fast-paced enterprise environments.

## Skills

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### IT Support Skills

- Windows 10/11 Troubleshooting
- Microsoft 365 Administration and support
- Endpoint Management
- Device Provisioning and Enrollment
- User and Group Administration
- VPN and Remote Access Troubleshooting
- Computer peripheral support
- Hardware and Software Troubleshooting
- Technical Documentation
- Ticket Management and Incident Tracking

### Server Administration

- Windows Server
- Active Directory
- Group Policy
- Linux Administration
- PowerShell and Bash
- Python
- Apache Web Server

### Certifications

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

## Professional Experience

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### Warehouse/Receiving Associate (October 2019 to Present)

#### Canadian Tire

- Receive and inspect merchandise deliveries using inventory management software
- Organize and move products using RF/Zebra EFD scanners, pallet jacks, and forklifts
- Maintain warehouse cleanliness and safety standards
- Assist customers and store associates with product inquiries and order support
- Communicate inventory and warehouse issues to management

- Microsoft Azure (Entra ID, Intune, Exchange)
- AI and LLM Deployment

### 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

### 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

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## Internship with TestLink (March 2022, to May 2022)

- Performed a functional testing of the assign functional area and report the issues/errors using Git Lab
- Writes a detailed test cases of the assigned functional area
- Performed a cross-browser compatibility testing of the assigned functional area
- Performed a Mobile testing of the assigned functional area
- Performed a Test Automation using Test Café Studio with data driven approach

## Software Tester (October 2021, to February 2022)

### Hitek Computer School

- Performed ad-hoc testing, reported bugs using Elementool defect tracking system, and verified bug fixes.
- Developed test plans and generated test cases for different parts of application
- Performed various types of testing, such as Functional, Regression, System
- Performed Compatibility testing of web application on different browsers
- Created automated test scripts using UFT and Selenium WebDriver.

## Projects

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### Cloud-Hosted Portfolio Website in Azure | [ntulio.com](http://ntulio.com)

**Technologies:** Microsoft Azure, Ubuntu Server 24.04, Nginx, SSH, GoDaddy DNS, Let's Encrypt, UFW Firewall

- Provisioned an Azure Ubuntu virtual machine and deployed a static portfolio website using 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 Project

**Technologies:** Cisco Routers/Switches, BGP, OSPF, DMVPN, Windows Server, Linux, FortiGate Firewall

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

## Education

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### 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