

# Richard Lorenzo

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## EDUCATION

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### Medicine Hat College

Expected: April 2026

Information Technology: Network and Systems Administration (GPA: 3.7 / 4.0)

- Relevant Coursework: Networking Fundamentals, Systems Administration, Windows Server, Cybersecurity Principles.

## EXPERIENCE

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### Great River Financial Services Inc.

December 2024 – Present

Field Service Technician

Medicine Hat, AB

- Provided technical support for end-user hardware, peripherals, and networked devices.
- Diagnosed and resolved Windows OS, networking, and connectivity issues.
- Supported IP-based systems, servers, and network infrastructure with secure configurations.
- Performed site surveys and documented technical findings, risks, and remediation actions.

### Medicine Hat College

September 2025 – April 2026

Technical Support Student

Medicine Hat, AB

- Delivered Level I/II technical support for Windows 10/11 systems in enterprise client environments.
- Diagnosed and resolved network issues including DNS, DHCP, permissions, and wireless connectivity.
- Deployed, configured, and supported end-user devices, peripherals, and mobile equipment.
- Created and maintained knowledge base documentation for recurring hardware and software issues.
- Explained technical solutions clearly to non-technical users using IT service management practices.

## PROJECTS

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### Mini Enterprise Home Lab

Technologies: Windows Server, Active Directory, DNS, DHCP, Group Policy

- Designed and deployed a Windows Server domain environment with Active Directory, DNS, and DHCP.
- Configured and managed users, groups, permissions, and Group Policy in an enterprise-style setup.
- Troubleshoot authentication, DNS resolution, and client connectivity issues across domain-joined systems.

### Pi-hole Network-Wide Ad Blocker & DNS Server - <https://github.com/richard-gits-it/pi-hole>

Technologies: Pi-hole, Proxmox LXC, DNS, DHCP Integration, Linux (Debian)

- Deployed Pi-hole DNS server in Proxmox LXC container providing network-wide ad blocking for all connected devices.
- Configured router DHCP integration to automatically distribute Pi-hole DNS to clients without per-device configuration.
- Implemented 300,000+ domain blocklists targeting malware, phishing, tracking, and telemetry for enhanced security.
- Monitored query logs achieving 20-30% blocking rate while troubleshooting DNS resolution and optimizing whitelists.

### Cloud Honeypot Monitoring Lab (OCI)

Technologies: Oracle Cloud Infrastructure (OCI), Linux, SSH, Cloud Networking, Security Monitoring

- Deployed a cloud-based Linux honeypot on Oracle Cloud Infrastructure to observe unauthorized access attempts.
- Monitored SSH authentication activity and network traffic to identify brute-force and reconnaissance behavior.
- Analyzed attacker patterns and documented findings to understand common cloud-based threats.

## CERTIFICATION & TECHNICAL SKILLS

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**Certifications:** CompTIA A+, Network+

**IT Support & Service Desk:** Incident and service request handling, ticket documentation, endpoint lifecycle support, user and device troubleshooting, knowledge base maintenance, escalation awareness.

**Endpoint, OS & Microsoft Basics:** Windows 10/11 support, device imaging and provisioning, BIOS and driver updates, laptop/desktop/printer/peripheral support, Microsoft 365 user support, Azure AD fundamentals, Endpoint Manager awareness.

**Networking & Support Tools:** Foundational TCP/IP concepts, DNS and DHCP troubleshooting, wireless connectivity support, basic access point support, network diagnostics, PowerShell fundamentals, Remote Desktop (RDP), PuTTY, SSH, Zoho Ticketing System.