

Raul Mercado

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WORK EXPERIENCE

Farwest Corrosion Control Company

Jan. 2015 – Present

Director Of Information Technology

Downey, CA

- Hands-on in all technical operations, strategic planning, and implementation of IT to facilitate day-to-day business operations and ensure consistency, efficiency, and productivity.
 - Oversee IT team and infrastructure for 12 locations in 9 states and 200 remote and office users.
- Established cyber security policies that focus on risk management, information privacy, data redundancy, disaster recovery, pen testing, and infrastructure hardening.
 - The Ai and API-driven network security has reduced risk by 85% based on the latest security audit.
- Created private cloud migrating physical servers to Azure, AWS, Office365, cloud-based VoIP, CRM, and ERP.
 - Reducing IT spending year over year by 35% and enabling a hybrid work-remote model.
- Developed automation processes to increase productivity with new hire onboarding, shipping tracking, sales tax calculation, data backups, expense tracking, and asset management.
- Worked closely with senior executives during nationwide expansion adding 7 new locations and 80 users.

Farwest Corrosion Control Company

Feb. 2011 – Jan. 2015

Network System Administrator

Downey, CA

- Manage Windows, Mac OSX, and Linux operating systems as well as Windows Server 2012/2016/2019 and Linux CentOS. Mostly focusing on a Windows environment that includes Active Directory, Group Policies, firewalls, Intune and SQL, and all networking services; LAN, WAN, VPNs, DNS, and DHCP.
- Support business-critical applications including Sage 100 ERP, Microsoft Azure, Microsoft Dynamics, Office 365, SharePoint Online, and Amazon AWS as well as hardware devices including VoIP phones, Cisco and Fortinet network switches, routers, firewalls, and access points.

YMCA of Greater Long Beach

Jan. 2008 – Feb. 2011

Digital Media Coordinator

Long Beach, CA

- Developed curriculum and organized the first-ever YMCA Digital Media and Journalism Program.
- Mentored 50 underprivileged students teaching them technology as well as life and social skills.
- Contributed to fundraising campaigns, creating promos while managing a 100k yearly program budget.

EDUCATION

Western Governors University

Apr. 2021 – Jan. 2023

Bachelor of Science in Cloud Computing Technologies

Salt Lake City, Utah

- Pursuing a bachelor's in cloud computing technologies with an emphasis in cyber security.
- By graduation, I will have acquired 4 CompTIA, 5 Amazon AWS, and 5 Microsoft Azure certifications.
- Will continue to a Masters in IT Management in 2023.

SKILLS & INTERESTS

- **Skills:** Strategic planning; team leadership; budget modeling & forecasting; contract negotiations; Windows & Linux servers; computer networks; cyber security; pen testing; Azure, AWS & Google cloud; coding in HTML, CSS, PHP, Power Shell, Python, and Visual Basic; graphic design; web design & development; motion graphics; video editing.
- **Interests:** Teaching others technology; automation; ai; travel; basketball; home renovation; autos; UAV drones.