

JAMES J. RUPA

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IT professional with a strong technical foundation and a drive to grow in infrastructure, systems, and networking skills. Experienced in troubleshooting, building, and maintaining IT environments within an MSP setting, supporting diverse infrastructures and adapting to a wide range of client needs. Skilled in resolving complex technical issues, improving system reliability, and working across networks, servers, and end-user systems. Committed to continuous learning and expanding expertise in modern IT technologies.

WORK EXPERIENCE

EkoTechs

December 2023 – Present

Network Engineer

November 2024 - Current

- Designed, configured, deployed, and supported secure network infrastructures for SMB and enterprise clients
- Installed, configured, and upgraded firewalls, switches, WAPs, servers, and access control systems
- Performed on-site walk-throughs for wireless site surveys, new/upgrade installations; assisted in creating quotes for clients' goals and budgets
- Led nationwide network upgrades, testing, and deployments for multi-site client environments
- Ability to work on multi-vendor networking technologies (Ubiquiti, SonicWall, FortiNet, Ruckus, pfSense, etc.)
- Implemented VLANs, firewall rules, site-to-site VPNs, and security policies to improve network segmentation and performance
- Assisted with VoIP implementations by working with 3CX and PBX systems and configuring SIP servers to support client voice services
- Deployed and maintained network and server monitoring using Nagios for proactive alerting
- Performed regularly scheduled system audits - updating/upgrading firewalls, building new servers, ensuring settings are up to date, and updating documentation

Junior Network Engineer

August 2024 - November 2024

- Troubleshoot Layer 1–3 network issues, including physical cabling, switching, routing, VPN, and wireless technologies.
- Installed and maintained structured cabling in various work environments
- Managed onsite and offsite server backups and supported network-connected AV systems
- Developed and maintained network documentation, inventories, and topology diagrams
- Supported data center and cloud-hosted environments, including vSphere VM provisioning and management

IT Support Engineer

December 2023 - August 2024

- Delivered Level 1 & Level 2 support in a fast-paced MSP environment supporting 120 various clients ranging from 2 - 500 users.
- Resolved tickets via phone, email, Slack, text, and ticketing platforms with onsite and remote support
- Administered Active Directory, email platforms, and endpoint configurations affecting network access
- Created technical documentation and maintained device and customer-related inventories

PROJECTS

Designer and Developer, Lost Haste, New York, NY

Jan 2023 - May 2023

- Developed an open world survival craft Unity game from concept to completion, showcasing expertise in game design and programming using Unity's scripting language, C#.
- Implemented core game systems, including player controls, AI behaviors, and physics-based interactions; wrote and maintained documentation

EDUCATION

CUNY Brooklyn College, Brooklyn, NY - Bachelor of Science in Computer Science

June 2023

Relevant Coursework:

- Computer Networks, Information Security, Operating Systems, Database Systems
- Design & Implementation of Web Apps, Data Structures, Analysis of Algorithms

SKILLS

Operating Systems & Platforms:

- Windows 10 & 11
- Windows Server
- macOS
- Linux Environments

Identity & Device Management:

- Iru/Kanji
- JumpCloud
- Google Workspace (G Suite)
- Microsoft Office Suite/Microsoft Azure/Intune

Networking & Security:

- Ubiquiti
- SonicWall
- Fortinet
- Ruckus
- pfSense

Security Tools:

- CrowdStrike
- SpamHero
- Barracuda
- Bitdefender

Monitoring, Backup & Virtualization

- Nagios Server Monitoring
- UrBackup
- vSphere

Ticketing & Management Systems:

- Atera
- NinjaOne
- Jira
- Freshdesk
- OSTicket