

Armando Gomez

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Summary

Network Technician with hands-on experience troubleshooting LAN/WAN infrastructure, diagnosing packet loss and DNS failures, and supporting high-availability public-safety operations. Proven ability to configure enterprise systems including Active Directory, Group Policy, and VPN — backed by a B.S. in Computer Science, Google IT Support Professional Certificate, and FAA Part 107 certification. Strong homelab foundation in Windows Server, Hyper-V, and ServiceNow ITSM with a track record of production deployments.

Experience

Laredo Police Department

Network & Systems Technician

Laredo, TX
January 2025 – Present

- Troubleshoot LAN/WAN network anomalies — including packet loss, latency spikes, DNS failures, and bandwidth saturation — on a 24/7 public-safety infrastructure supporting active 911 emergency operations.
- Monitor live network traffic, perform root-cause analysis, and coordinate multi-vendor resolutions for critical edge infrastructure within a restricted enterprise environment.
- Document incident responses with structured writeups, maintaining clear resolution timelines for non-technical stakeholders including commanding officers and dispatch supervisors.
- Engineered and deployed the RTCC Analytics Dashboard as a full-stack production web application — designing a REST API gateway within institutional firewall constraints and implementing role-based access controls for 14+ system analysts.
- Pilot drone systems for active 911 aerial reconnaissance, delivering real-time situational intelligence to dispatchers and field officers to support tactical decision-making.

Laredo Independent School District

ITV Technician III / Technical Systems Support

Laredo, TX
2018 – January 2025

- Maintained and troubleshot AV, broadcast, and network-connected technical systems across district-wide facilities, ensuring infrastructure readiness for live administrative and instructional workflows.
- Communicated technical updates, root-cause analyses, and resolution timelines clearly to administrators and non-technical stakeholders under tight event deadlines.
- Supported hardware health monitoring and coordinated IT support escalations for district-wide equipment — overseeing 100+ endpoints across multiple campus locations.

KGNS-TV (Gray Television)

Chief Photographer / Technical Workflow Lead

Laredo, TX
March 2015 – January 2018

- Directed end-to-end technical production workflows including camera networks, satellite uplink rigs, non-linear editing systems, and media ingest pipelines.
- Diagnosed field equipment and network connectivity faults under breaking-news deadlines, reducing broadcast downtime by responding to and resolving an average of 3–5 technical failures per week across live camera, uplink, and ingest systems.

Technical Experience

Secure City PD RTCC Dashboard

GitHub Repository

github.com/ArmandoSNHU/Secure_City_PD_RTCC_Dashboard

2025- Present

- Designed and engineered a front-end reporting interface and data validation workflow for filtering, sorting, and analyzing officer performance data and high-priority public safety telemetry.
- Integrated custom JavaScript-driven data visualization widgets and built seamless reporting pipelines allowing rapid CSV/PDF system metrics generation and secure records export.

AWS Infrastructure Cloud Deployment Lab github.com/ArmandoSNHU/aws-terraform-lab-2026/tree/main
GitHub Repository 2025- Present

- Architected and deployed highly available, immutable infrastructure configurations utilizing Terraform to automate complex Amazon Web Services (AWS) environment provisioning.

IT Helpdesk & Sysadmin Home Lab github.com/ArmandoSNHU/IT-helpdesk-lab-2026
Enterprise Virtualization Lab 2025 – Present

- Built a fully virtualized enterprise network infrastructure using Hyper-V on Windows Server 2022 to simulate multi-tier IT support environments including LAN segmentation and endpoint management.
- Deployed Active Directory Domain Services (AD DS) with OUs, domain policy baselines, and security groups; deployed Group Policy Objects (GPOs) to enforce password complexity, logon scripts, and folder redirection.
- Configured a private ServiceNow instance for incident management, automated ticket routing, asset tracking, and SLA fulfillment — directly replicating enterprise IT helpdesk workflows.

Education

Capitol Technology University South Laurel, MD
Doctorate in Artificial Intelligence Starting August 2026 – January 2030

Colorado State University Global Aurora, CO
Master of Science in Artificial Intelligence November 2024 - August 2026

Southern New Hampshire University Manchester, NH
Bachelor of Science in Computer Science January 2022 - November 2024

Certifications

- Google IT Support Professional Certificate — Google / Coursera
- FAA Part 107 Remote Pilot Certificate — Federal Aviation Administration

Skills & Interests

Networking: TCP/IP, DNS, DHCP, VLANs, Subnetting, LAN/WAN, Ethernet, OSI Model, Packet Loss Analysis, Ping/Traceroute/Netstat, Tailscale VPN, Network Monitoring

Systems: Windows Server 2022, Active Directory, Group Policy (GPO), Hyper-V, WSUS, Microsoft Entra ID, Linux (Ubuntu/Mint)

ITSM & Ticketing: ServiceNow ITSM, Incident Management, Asset Tracking, SLA Management, Root-Cause Analysis, Technical Documentation

Development: Python, JavaScript, Bash, SQL, FastAPI, REST APIs, React, Google Apps Script

Tools: Wireshark, VPN Configuration, API Gateway Design, Ollama, Chart.js

References

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