

Juan Soto

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EDUCATION

University of Central Florida	Orlando, FL
Bachelor's of Arts, Film with Mass Communications Minor	2019
Valencia College	Orlando, FL
Associate's Degree	2015

CERTIFICATIONS

CompTIA Security+	July 2024
CompTIA Network+	October 2025
CCNA Certification	In Progress

WORK EXPERIENCE

IT Specialist – Hourglass Brewing **August 2024 – Present**

- Performs functional and integration testing on POS systems, printers, and network components such as routers to ensure reliable daily operations.
- Reduces recurring technical incidents by 90% through systematic root-cause analysis using system logs, device diagnostics and troubleshooting documentation.
- Configures and maintains Ubiquiti Access Point to optimize wireless coverage and reliability, sustaining 90%+ uptime across 10+ active devices in a medium to high-traffic hospitality environment.
- Monitors physical security monitoring across 5 zones, maintaining 98% alarm uptime and conducting monthly system audits to ensure system functionality.
- Hardens network infrastructure by implementing least privilege access controls reducing attack surface and achieving compliance with internal policy standards.
- Deploys and maintains card readers to ensure smooth transaction execution between guests.

Taproom Manager / Bartender – Hourglass Brewing **July 2021 – Present**

- Coaches and trains a team of 10 on best practices for customer service, POS usage, technical procedures and new products/events.
- Creates an open and welcoming environment through personal connection between staff and guests.
- Updates daily sales metrics, submits payroll and monthly taxes.
- Maintains proper and accurate count of stock, places orders and handles delivery handoff.
- Coordinates with third party vendors to create events such as vendor markets and food truck pop-ups to drive sales and reach new clientele.
- Handles onboarding of independent contractors ensuring all forms are filed and documented.

PROJECTS

Cisco Packet Tracer Labs

- Designs and documents physical and logical network topologies to map real-world infrastructure.
- Utilizes AI tools to create scenario based labs to configure and validate routers, switches, vlans, and firewalls to enforce network segmentation and traffic control
- Configures DHCP relay as well as reserving IP addresses to ensure consistent address allocation across network devices in simulated lab scenarios.

LabEx Linux Validation Labs

- Leverages AI tools to research automation concepts and develops Bash and Python scripts tailored to task requirements.
- Validated AI-generated scripts through iterative testing cycles, implementing logic and functional modifications to ensure accurate task execution.
- Runs Linux commands to create and modify directories, display user and group information and changes permissions.
- Executes MySQL commands to modify, analyze and create databases.
- Executes HTML commands to develop web apps and webpages.