

Raymond Carrillo

Application Engineer | Application Support | Technical Implementation

Thornton, Colorado | raymond.c.carrillo@gmail.com

Application support and technical operations professional with 15+ years of experience in troubleshooting, platform administration, implementation support, server operations, and customer-facing issue resolution. Strong in deployment support, configuration changes, cross-system troubleshooting, and clear client communication. Background includes Microsoft 365, Linux, SQL, Drupal, networking, documentation, and training.

CORE SKILLS

Core Skills: Application troubleshooting, escalation handling, deployment and configuration support, Microsoft 365, Linux, SSH, SQL, Drupal, server administration, VPN, SonicWall, DNS, remote support, documentation, ticket coordination, client communication, and cross-functional collaboration.

RELEVANT PROFESSIONAL EXPERIENCE

Senior Technician

Code Blue Computing

Recent 3 years | Current focus

- Delivered advanced support across endpoint issues, Microsoft 365 administration, server tasks, and network troubleshooting in active client environments.
- Resolved escalations involving VPN connectivity, SonicWall access, DNS, mapped drives, network discovery, segmentation, and remote support workflows.
- Supported implementation-adjacent work through environment review, configuration troubleshooting, documentation, and ticket coordination.
- Helped keep service delivery moving by giving clients clearer expectations around technical next steps.

Web Developer / Server Administrator

Contempo Web Service | Thornton, Colorado

Aug 2011 – 2023

- Managed Linux server administration, web operations, and application support for client-facing platforms with ongoing uptime and maintenance needs.
- Built and supported Drupal-based platforms, handling functionality, configuration changes, troubleshooting, and production support.
- Created, repaired, and restored SQL databases to keep applications stable and shorten issue-resolution time.
- Improved performance, security, and operational stability through system tuning, integrations, and long-term maintenance workflows.
- Built internal support structures that improved documentation, onboarding, and repeatable issue handling.

Internet Tech Support Agent

West Central Net | San Angelo, Texas

Aug 2005 – May 2009

- Provided customer-facing support for internet and connectivity issues during outages, service disruptions, and account incidents.
- Coordinated with customers and field technicians to restore service faster and keep communication clear during incidents.
- Created practical support documentation that helped strengthen internal troubleshooting consistency.

EDUCATION

Master of Information Technology Management

Project Management Specialization | Colorado State University Global

Bachelor of Business Administration

Management | Angelo State University

Associate in Applied Science

Electronic Systems Technology | Community College of the Air Force

EARLIER CAREER EXPERIENCE

Maintenance Training Manager

United States Air Force | Goodfellow AFB, Texas

Aug 2002 – May 2005

- Improved maintenance training programs by evaluating trainers, identifying shortcomings, and implementing fixes that strengthened readiness and accountability.
- Managed 70+ training records covering 3,000+ qualification tasks across four technical career fields.
- Defined benchmark evaluation processes for local training programs that were later adopted at headquarters level.

Radio Maintenance Technician

United States Air Force | Mannheim, Germany

Oct 2000 – Jun 2002

- Supported tactical communications readiness by maintaining communications equipment used in operational environments where reliability mattered.
- Contributed to projects that integrated newer satellite technologies with legacy computer systems.
- Advanced to journeyman skill level through hands-on technical work and consistent field performance.