

RAY ESPINOZA

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Professional Summary

IT professional with 5+ years of experience providing technical support in enterprise and cloud environments, including application troubleshooting, identity and access management, and incident response. Skilled in resolving technical issues, documenting processes, and collaborating across product, development, and operations teams. Strong foundation in IT service management, security standards, and compliance, with experience supporting healthcare-adjacent applications and cloud-connected systems.

Skills

- Technical Support & Application Troubleshooting (Windows, macOS, Linux basics)
- Identity & Access Management (Active Directory, Okta)
- API & Webhook Integration Troubleshooting
- Incident Response, Root Cause Analysis & Documentation
- Collaboration Platforms: Slack, Confluence, Zoom
- Cloud Platforms & Secure Configurations
- Network Fundamentals: DNS, DHCP, TCP/IP
- CI/CD Concepts & Secure Development Practices
- Bug Reporting & Ticketing Tools (Jira, ServiceNow, HubSpot)

Tools & Technologies:

Active Directory, Salesforce, Cisco Networking, Ticketing Systems, Microsoft Office, Excel, SAP, Acc-Pac

Languages: English & Spanish

Education

Master of Science, Cyber Security (Concentration: Cyber Terrorism) – *Expected Graduation: 12/2026*

Wilmington University – New Castle, DE

Bachelor of Science, Computer Science *GPA: 3.98*

Wilmington University – New Castle, DE

Honors: Dean's List (all semesters)

Associate of Applied Science *GPA: 4.0*

Washtenaw Community College – Ann Arbor, MI

Professional Experience

Lead Technical Support Specialist

11/2022 - 12/2024

Discover Bank – Remote

- Served as primary point of contact for technical issues related to enterprise applications, resolving account, authentication, and system access incidents.
- Troubleshoot API and integration issues, collaborating with internal teams to ensure timely resolution.
- Documented incidents, root cause analysis, and solutions in knowledge base for future reference.
- Escalated complex issues to senior teams while providing clear reproductions, system context, and supporting documentation.
- Trained Tier 1 agents on troubleshooting workflows, compliance standards, and incident handling procedures.

Senior Technical Associate

4/2020 - 10/2022

Lululemon Studio – Remote

- Provided secure technical support for cloud-connected applications and account access workflows.
- Supported integration troubleshooting and validation of authentication systems.
- Collaborated with operations and security teams to enhance IT controls and ensure compliance.
- Documented recurring technical & security issues, contributing to knowledge sharing and process improvements.

Journeyman Mechanic

2/2014 - 3/2020

Enterprise Association Steamfitters Local 638 – NY, NY

- Diagnosed system failures and followed technical procedures, ensuring operational and regulatory compliance.
- Maintained detailed documentation and adhered to strict quality and safety standards.
- Developed analytical and problem-solving skills transferable to IT troubleshooting and technical support.
- Coordinated with team members and external contractors to diagnose complex system issues, streamline workflows, and ensure timely resolution of operational challenges.