

Roger Castro Jr.

Technical Support Engineer

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PROFESSIONAL SUMMARY

IT professional with 10+ years diagnosing complex technical problems across endpoints, networking, identity systems, and backup/disaster recovery environments. Known for identifying broken processes and building lasting fixes — not just closing tickets. Hands-on background spans enterprise support, BCDR engineering, and a production-grade self-hosted homelab running Linux, Docker, ZFS, and pfSense. Methodical, technical, and effective under pressure.

TECHNICAL SKILLS

Endpoint Management: Microsoft Intune, Autopilot, Windows 10/11, Imaging & Reimaging, Sysprep

Identity & Auth: Active Directory, Okta, Microsoft Authenticator, Windows Hello for Business, MFA

Networking: pfSense, LAN/WAN Troubleshooting, DNS, DHCP, VPN, Tailscale, Wi-Fi, Remote Access (RDP, BeyondTrust, TeamViewer)

ITSM & Ticketing: ServiceNow, Remedy, Zendesk, Salesforce, SLA Management

Infrastructure: Docker, Linux (Ubuntu), ZFS, Virtualization, BCDR (Datto), Office 365, Slack, Teams

Scripting & Automation: PowerShell, Bash, Batch/CMD, XML (Unattend)

Other: Hardware Diagnostics, BookStack, Knowledge Base Authoring, Mentoring, Customer Communication

PROFESSIONAL EXPERIENCE

End User Support Consultant — **Subway FWH** | Shelton, CT *October 2024 – April 2026*

- Served as SME for Ali Office, a legacy proprietary application unsupported for 13+ years, managing compatibility challenges and troubleshooting issues introduced by Windows 11 migration.
- Identified and resolved an Autopilot reimaging workflow abandoned for 3+ years, diagnosing the root cause, restoring Autopilot Reset functionality, and establishing it as the new SOP — reducing reimaging time from 6 hours to 2 hours per batch.
- Supported enterprise MFA migration from Microsoft Authenticator to Okta Verify, troubleshooting enrollment failures and resolving authentication-related incidents.
- Delivered identity lifecycle support including Active Directory password resets, account unlocks, Okta group management, and Windows Hello for Business PIN remediation.
- Provided Tier 1/Tier 2 break/fix support for Windows endpoints, diagnosing networking issues, OS corruption, and hardware failures; executed endpoint remediation and reimaging via Microsoft Intune and Autopilot.
- Participated in enterprise hardware refresh program, provisioning and remotely guiding users through new device setup, managing ticket lifecycle through hardware return, and coordinating secure e-waste disposal.
- Maintained SLA adherence through detailed ServiceNow documentation and high-volume Tech Bar support; acted as Level 1 escalation point performing root cause analysis on complex incidents.

Help Desk Support Specialist — **Fairfield University** | Fairfield, CT *August 2023 – February 2024*

- Delivered Tier 1 technical support to 7,000+ students and faculty via phone, email, and walk-up, achieving a 90% first-call resolution rate.
- Resolved Wi-Fi connectivity and device registration issues across Windows, Mac, and mobile devices.
- Assisted students and faculty with Microsoft 365 installation, configuration, and troubleshooting.
- Supported Blackboard LMS and Respondus LockDown Browser configuration on student devices.
- Managed NetID password resets and account unlocks for students and faculty.
- Designed and implemented a new Access database to streamline the loaner laptop check-in/check-out process, reducing administrative processing time by 30%.

BCDR Technical Support Engineer — **Datto** | Norwalk, CT

September 2018 – August 2023

- Led MSP partners through complex BCDR incidents including disaster recovery scenarios, ensuring rapid restoration of critical systems and minimizing business downtime.
- Performed hands-on data migrations via SSH and rsync across local appliances, and managed ZFS storage pool migrations during in-place drive upgrades.
- Executed cloud-side migrations by SSHing into Datto cloud infrastructure to realign datasets with new device IDs.
- Diagnosed and resolved hardware-level issues including failing drives, PSU/NIC failures, and memory faults — remotely where possible, coordinating on-site partner assistance when required.
- Conducted deep agent software troubleshooting including config file repairs, Windows Event Viewer and Datto agent log analysis, and BSOD investigation on protected servers.
- Advised partners on appliance right-sizing, identifying when undersized hardware was the root cause of backup and restoration failures and recommending appropriately scaled solutions.
- Used Kibana for cloud-related log analysis and issue diagnosis, reducing escalation rates by 15%.
- Authored and maintained internal and public-facing Knowledge Base articles, driving a 25% increase in customer self-service adoption.
- Trained and mentored new BCDR technicians in-person and remotely, serving as an ongoing technical resource.

Technical Support Expert — **Verizon Wireless** | Wallingford, CT

March 2015 – March 2017

- Handled high-volume inbound/outbound calls, achieving a 98% first-call resolution rate for Android and Apple device troubleshooting.
- Performed hardware diagnostics, software troubleshooting, warranty replacements, device activations, and account management.
- Assisted customers with Wi-Fi configuration and investigated signal/coverage complaints, diagnosing environmental and network factors.

Level 2 Technical Support Representative — **Cablevision** | Shelton, CT *August 2010 – July 2014*

- Provided Level 2 technical support for residential and business customers, maintaining an 11% or lower repeat caller rate over a 3-day window.
- Diagnosed internet, VoIP, and TV service issues including slow speeds, intermittent connection, modem provisioning, and no dial tone/dropped call resolution.
- Configured email clients, coordinated on-site technician dispatch, and isolated faults between customer routers and ISP-side infrastructure.

HOMELAB & PROJECTS

Nora-Net — *Self-hosted home network and server environment (personal project, ongoing)*

- Designed and maintain a production-grade network built on pfSense for routing and firewall management, Pi-hole and Unbound for recursive DNS, and Tailscale deployed on pfSense for mesh VPN remote access across all nodes.
- Manages two servers running ZFS storage pools, with a dedicated Docker host (14+ active containers) including Nginx Proxy Manager, Uptime Kuma, WeTTY, Portainer, ntfy, and BookStack.
- Documents all infrastructure changes, configurations, and runbooks in a self-hosted BookStack wiki organized across dedicated books for networking, services, backup/recovery, and troubleshooting.

TechBarTools — *USB-based IT support toolkit (personal project, open source)*

- Built a menu-driven CMD launcher consolidating common enterprise support tasks including local admin management, Autopilot HWID capture with group tag selection, driver version snapshots, and Sysprep-based OOB return.
- Implemented a dynamic unattend.xml solution to preserve Autopilot-assigned hostnames through Sysprep's specialize pass — solving a known deployment pain point.
- Published on GitHub at github.com/roger-castro/TechBarTools.

VOLUNTEER & COMMUNITY

Extra Life – Team Co-Captain | *Fundraising for Connecticut Children's Hospital* | 12 Years | Co-Captain 7 Years

- Co-captain a team of 30–40 participants in an annual 24-hour gaming marathon fundraiser; team has raised over \$96,000 for Connecticut Children's Hospital across 12 years, contributing approximately 11% of total regional funds raised annually.
- Maintain a direct relationship with CMN and Connecticut Children's Hospital, with 3–4 team members consistently placing in the top 10 fundraising leaderboards each year.
- In 2024, organized a separate public board game event drawing 100+ attendees, securing \$2,000+ in donated prizes from local sponsors and raising \$6,400.
- Secure food sponsorships from local restaurants, manage event seating logistics, and coordinate venue setup including temporary network configuration for 30–40 devices.
- Moderate a year-round Discord community of ~100 members, driving ongoing engagement between annual events.

EDUCATION & CERTIFICATIONS

High School Diploma — **Platt Technical High School** | Milford, CT

Certifications

- Linux 100 — TCM Security
- Linux 101 — TCM Security
- NOCTI Certification — Information Systems Technology

TECHNICAL WRITING

<https://dev.to/rogercastro>

- We Were Reimaging Laptops the Hard Way for 3 Years. I Fixed It in an Afternoon.
- How I Finally Got Remote Access to My Homelab (And the Workaround That Made It Actually Work)
- I Thought Portfolios Weren't for People Like Me. So I Built a Wiki Instead.