# Benjamin Grifka

## B.S. Computer Science

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**COMPTIA A+ CERTIFIED IT PROFESSIONAL**

Computer Science graduate with CompTIA A+ certification and demonstrated technical skills in hardware configuration, software troubleshooting, and IT support. Experienced in building and maintaining systems, managing servers, and implementing technical solutions through hands-on projects. Bringing strong programming background and collaborative problem-solving approach to contribute effectively in IT infrastructure and support roles.

## TECHNOLOGIES & SKILLS

**IT Fundamentals:** Computer Hardware | Troubleshooting | Operating Systems | Network Basics | Peripheral Configuration
**Technical Background**: Computer & System Architecture | Virtualization | Docker | SQL | Data Structures | Git
**Programming Knowledge**: Python | JavaScript | HTML/CSS | Java | C/++/# | Prolog
**Communication**: Customer Service |Verbal | Written | Technical Documentation | Problem Solving | User Support

## EDUCATION

**Bachelor of Science in Computer Science** | California State University, Northridge – Northridge, CA          2023

## CERTIFICATIONS

**Network+**| CompTIA                                                                                In Progress
**A+** | CompTIA                                                                                     April 2025
**The Complete Python Bootcamp From Zero to Hero in Python** | Udemy                                  July 2024
**Learn SQL** | Codecademy                                                                            July 2023

## EMPLOYMENT EXPERIENCE

**ASSOCIATE, IN-HOUSE TECHNICAL SUPPORT** | The UPS Store – Los Angeles, CA          Apr 2021 – Present
- Strong customer service skills through daily interactions with diverse clientele
- Primary retail associate handling customer transactions and store operations
- Troubleshooting technical support for in-store systems and common hardware/software issues
- Maintain efficient equipment function through rapid troubleshooting of systems and devices
- Problem-solving skills to resolve technical issues that impact store operations

## PERSONAL PROJECTS & TECHNICAL EXPERIENCE

**PC BUILDING & MAINTENANCE**          2015 - Present
- Designed and built 8+ custom computer systems tailored to specific performance needs, troubleshooting hardware compatibility issues
- Perform maintenance and upgrades on laptops and pre-built systems
- Diagnose and troubleshoot hardware failures, compatibility issues, and performance bottlenecks

**HOME LAB INFRASTRUCTURE**          2018 - Present
- Design, implement, and maintain multi-server home lab architecture to develop practical IT skills
- Network Infrastructure: Replaced home router with Proxmox-based solution running pfSense and 10G networking
- Security Implementation: Configured network segmentation, firewall rules, and DNS-based ad blocking
- Monitoring & Analytics: Implemented centralized logging with OpenObserve and performance metrics via Netdata
- Service Automation: Developed automated timesheet generator processing calendar data to reduce manual entry
- Container Deployment: Deploy and manage Docker and LXC services including DNS filtering, media streaming, and game hosting
- Hardware Optimization: Converted POS hardware to production server with 10G networking upgrade

**SMART HOME INTEGRATION**          2024 - Present
- Configured and maintain Home Assistant for smart home automation and monitoring
- Set up automation for lighting control, presence detection, and remote management
- Implemented 3D printer integration with notification systems for print status and filament monitoring
- Working on implementing Wyoming satellites for local LLM voice assistant capabilities