

DAVID CHAU

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PROFESSIONAL EXPERIENCE

- Linux System Administrator** – FedEx, MaitLand FL Nov 2018 – Now
- Junior Linux System Administrator (Part time)** – Nibble Netwrx, Orlando FL 2018 – Feb 2019
- Manage and deploy CentOS servers for web hosting
 - Automate configuration for servers using Ansible
 - Maintain Service Level Agreements for customers
 - Maintain website and multimedia content using cPanel
- System Support Specialist MAC Administrator** - PlanSource, Orlando, FL 2018 – Oct 2018
- Mac OSX System Administration using Centrify and Munki for software deployment
 - Primary point of contact for all Mac OS X support for the company, includes writing SOIs for mac administration for the other System Support Specialist and System Engineers
 - Responsible for developing and modifying Mac OS X software packages including test cases
 - Creating bash logon/logoff scripts
- System Support Specialist – PlanSource, Orlando, FL** – PlanSource, Orlando, FL 2015 - 2018
- Maintain Service Level Agreements for all customers
 - Provide desktop, application, server, and network infrastructure support
 - New user setup and configuration
 - Manage and configured O365 licenses and accounts
 - Printer configuration, installation, and administration
 - Windows 2008/2012 Server Configuration and Support of Active Directory/Exchange
 - Configure windows machine for local DNS suffixes
 - Print server configuration and maintenance LAN/WAN configuration, troubleshooting and monitoring
- Desktop Support Technician** - Lockheed Martin, Orlando, FL 2014 - 2015
- Maintain Service Level Agreements for all customers
 - Hardware/Software support for Lake Underhill facility.
 - Mobile Device support
 - Primary Video Teleconferencing Support Point of Contact
 - Desktop deployment (tech Refresh/new hire)
 - Test hardware and software pre/post deployment
 - Inventory auditing for supported site
- Senior Help Desk Analyst** - Lockheed Martin, Orlando, FL 2011 – 2014
- Maintain Service Level Agreements for all customers
 - Provide tier 1 & 2 technical assistance for office, windows, system administration, and software break/fixes/installation over the phone, chat, email and remote desktop.
 - Familiarity with all policies and processes for each Business Unit.
 - Able to effectively communicate questions, problems, and solutions verbally
 - Document and maintain all work entries and communication with clients.
 - Provide technical assistance for office, windows, system administration, and software break/fixes.
 - ITSM, Windows 7, IE/Firefox/Chrome, MS Office knowledge/troubleshooting skills, AirWatch, Apple device enrollment

SKILLS/TRAINING:

- A+ Certified 2011, Linux+ (Currently studying)
- Microsoft Office 2016 (Word, Excel, Access, Project and SharePoint)
- Windows 7/8/10, CentOS Mac OS X, Blackberry/iPhone/Android Support
- Experience with SCCM, AD, Microsoft Exchange 2010, Windows Server 2012/2016, O365, MS SQL, Apache
- Cisco UCCX, CUCM, Unity and phone support
- Bash scripting, PowerShell, and Programming fundamentals