

TIMOTHY STABIO

•10902 15st ST E Puyallup, WA 98148 408.516.6351 📧 timstabio@gmail.com

DESKTOP SUPPORT ~ IT SUPPORT SPECIALIST

QUALIFICATIONS PROFILE

Dynamic, performance-focused, and detail-oriented professional, offering broad-based experience in information technology operations, systems administration, core business processes, hardware/software maintenance, and operational support. Known for integrating verifiable expertise in desktop support and troubleshooting with strong drive to achieve and excel. Commended as an accomplished support engineer and technical lead, with consistent project delivery success and process improvement achievement; thrive in environments that constantly embrace new technology. Equipped with outstanding management, analytical, problem-solving, and technical aptitudes.

CORE COMPETENCIES

**Network Cable Management
Desktop and Technical Support
Troubleshooting and Process Efficiencies
System Configuration and Administration**

**Customer Service and Relations
Project Management
Strategic Planning and Analysis
Organizational Leadership and Team Building**

PROFESSIONAL EXPERIENCE

FRESHREALM LLC | Sumner, WA

IT Systems Specialist

April 2018–Present

- Provided direct support to local user using Windows 10 and IOS platform.
- Account/Group creation and management done in Google G Suite
- Oversaw all iPads on the production line to insure that orders were being processed correctly.
- Managed and maintained all Zebra and HP printers
- Managed Dell VMware server and Aruba wireless network

ARRIS (ACQUIRED PACE AMERICA IN JANUARY 2016) | Santa Clara, CA

Sr IT Systems Specialist

Mar 2013–April 2018

- Assume full accountability in expertly troubleshooting connectivity and equipment problems, as well as hardware and software issues.
- Proficiently support 800 users in six locations on Windows XP, 7 and 10 operating systems; and all Smartphones and PDA's.
- Initiate the setup and configuration of new personal computers, laptops, and servers; as well as the APC to provide updates on power outage, efficiently upgrading the key APC from one to four battery cabinets.
- Maintain constant coordination with the network manager in administering Cisco switch setup and diagnosis.
- Provide assistance in setting up the video conference equipment and all landlines companywide.
- Provide support to warehouse users in a Citrix/Windows 10 environment. Configure FedEx Ship Manager and UPS Worldship software for shipping users.
- **Progressively led the migration of several servers; and completed the design of server rack configuration and location of server with Visio.**
- **Took an instrumental role in the successful oversight and transfer of 24 servers to the main office.**
- **Directed the systematic installation and configuration of temperature monitoring system in the intermediate distribution frame (IDF) and server room.**

BAKER BOTTS LLP | Palo Alto, CA

Desktop Support Specialist

Apr 2012–Mar 2013

- Arranged and presided over meetings with clients and third-party sites regarding video conference concerns.
- Provided direct support to 50 users in using Windows XP; and performed consistent upgrades on monitors, laptops, and desktops.
- Rendered technical support to all iPhone and BlackBerry and ensured correct configuration of e-mail and defender key on mobile devices while overseeing the setup of Cisco IP phones and voicemail accounts.
- **Contributed in successfully testing and troubleshooting Windows 7 and Microsoft Office 2010, as well as all other connection and equipment problems.**

SAN FRANCISCO 49ERS | Santa Clara, CA

Network and Telecommunications Specialist

Sep 2007–Apr 2012

- Guided owners, coaches, and vice presidents by providing 24/7 technical support companywide.
- Administered the entire 250 desktops and laptops with Kaseya, and conducted system upgrade for hardware and software applications.
- Carried out the installation of new user accounts and directly offered desktop support to all users with account login, email account, and required special software.

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- Leveraged technical expertise in overseeing the BlackBerry Enterprise Server (BES) and master cell phone database, along with the AIMWorX and MATWorX phone systems.
- Directly aided all 49ers employees and the media in resolving any laptop problems.
- Installed and configured all desk phones for users; and systematically resolved phone system problems.
- Spearheaded the redesign of the cable management's minimum point of entry (MPOE), along with the design of a new structure regarding the appearance of network rack in Visio; and replaced all Cat 5e cables with new Cat 6 for gigabit connection.
- **Extensively traveled with the team at London, England and Youngstown, Ohio, USA to efficiently set up the VPN network.**
- **Played an integral role in completing the NFL Sample Player project, which was developed by the NFL for Scouts to enable convenient watching of game footage**

CSI | South San Francisco, CA (Contracted by Genentech)

Level 2 Mobility Support

Jul 2006–Sep 2007

- Displayed excellent skills in rendering technical support to various phones, including BlackBerry 7520 to 8600; Treo 650 and 700; and satellite phones.
- Oversaw the entire inventory for phones and accessories; and facilitated the professional training regarding the usage of BlackBerry and Treo.
- **Consistently ensured active involvement in the deployments of new phones to the sales force of 2,000 users.**

BLUECURRENT LLC | Union City, CA

Warehouse Manager

Jul 2005–Jul 2006

- Offered direct help to Mervyns in configuring Cisco switch to connect back to the corporate office as well as to organize cash registers.
- Initiated the receipt and shipment of equipment for clients within the Northern California.
- Monitored the performance of two staff, in strict compliance with the delivery schedules; and installed key the equipment prior to deployments.
- **Functioned as the lead technician and network administrator, responsible for rendering exceptional IT support to major clients, including Kaiser Permanente, UBS, and First Bank.**

TECHNICAL ACUMEN

Windows 2000, XP, Vista, 7, 8 and 10 | Mac OS X 10.5, 10.6, and 10.7

Windows Server 2003, 2008, and 2012 | VMWare ESXi | Exchange 2007 and 2010 | Active Directory | Citrix

Zebra Printers | Ricoh/Sharp Copiers

ActiveSync | SQL Server 2005 and 2008

BlackBerry Enterprise Server | NetVault: Backup | Dell SonicWall

Microsoft Office 365 | Sophos | Juniper VPN | Remedy

Microsoft Office Suite | Microsoft Visio 2010/2013/2016

Android, iPhone, and BlackBerry | Cisco IP Phones / Cisco Video Conferencing Systems | APC MGE Galaxy 5000