

HYO S. CHOI

7930 OCTOBER WAY
CUPERTINO, CA 95014
CELL: (650) 430-0068
hyochoi1006@hotmail.com

OBJECTIVE Information Technology, IT Specialist, Unix/Linux System administrator, Junior Oracle Database Administrator, Junior MYSQL Database Administrator, Windows System Administrator, Network Specialist, NOC Support Engineer, Technical Support, Help Desk, Apple, Windows, tablets and phone Repair Technician.

CERTIFICATIONS Oracle Certified Professional (**OCP**), Oracle Certified Associate (**OCA**), Sun Certified Network Administrator (**SCNA**), Sun Certified System Administrator (**SCSA**), Cisco Certified Network Associate (**CCNA**), CompTIA Security+, CompTIA A+.

WORK EXPERIENCE

Windows Support Engineer, USWIRED San Jose, CA 02/19 – 06/21

- Provide day to day support of client networks, servers, workstations, tablets, smartphones. Upgrade hardware and software as needed to ensure optimal workstation performance
 - System set up and testing including installing and updating OS and software
 - Systems administration and maintenance including, but not limited to, Active Directory, Group Policy, DHCP, DNS, Files Sharing services, backup operations, MS Exchange on Office 365, 2007, 2010, 2013, 2016, VMware environment, VOIP Phone System, Printers.
 - Supported virtual and cloud environment infrastructure services such as Windows Hyper-V, VMware vSphere 6, VMware Horizon View Desktop, Citrix Application and Desktop and Azure Active Directory, Office 365 Administration in hybrid environment with Active Directory on-premise.
 - Installation, configuration, troubleshooting and customization of MS Office Suite applications per customer's preferences Office 365, Office 2016 and Office 2013, including Skype for business, SharePoint, OneDrive, MS Team and Outlook and excel, PowerPoint and word.
 - Office 365 for users and Admins, exchange online, SharePoint online and other MS office 365 Admin portals.
 - Support and Troubleshoot Network devices of Cisco ASA, Meraki Firewall, SonicWALL Firewall, Cisco router, switch, Dell switch with LAN/WAN services including IPsec Site to Site VPN and Remote Access VPN, VLAN, Routing, Wi-Fi, Voice IP Phone System.
 - Assist users in the use of various operating systems including windows XP, Vista, 7, 8, 10 and Mac OSX, software applications Microsoft office Word, Excel, PowerPoint, Outlook, Access and including Office 365, Google G suite.
- Interaction with IT vendors for hardware, software, communications and related services, printers, and business specific applications.

Help Desk Technician, City of Milpitas Milpitas, CA 03/17 – 05/18

- Assist users in the use of various operating systems including windows XP, Vista, 7, 8, 10 and also experience with Windows Server Operating Systems 2016, 2012, 2008, 2003, 2000 server, Exchange server 2013, 2016, Microsoft SQL 2005, 2008, 2016, MS SharePoint 2013, 2016, Windows Hyper-V, VMware vSphere 6, managing Active Directory objects and Mac OSX and software applications Microsoft office Word, Excel, PowerPoint, Outlook, Access and including Office 365, Google G suite and all software products used by the various departments including but not limited to Sunguard TrakIt, Cayenta, Filemaker pro and GIST. Phone support on cisco voip and mobile devices running Apple IOS and Android. Prepare desktop images and support all desktop hardware and monitor deployment and trouble shooting.
- Install, maintain and repair City of Milpitas computer and network equipment and related peripherals including disk drives, printers, monitors and scanners; perform diagnostic tests of equipment; review and prioritize work orders.
- Install and configure server network, VPN networking services.

- Install, configure and assist in the use of various operating systems and software applications; troubleshoot and resolve software and hardware related problems; replace systems as directed.
- Provide basic instruction to citywide users in the operation and care of assigned equipment and software; clean internal computer components.
- Troubleshoot basic network problems involving routing, operating systems, printing, servers, memory management and other applications; conduct basic diagnostic testing on computers and network configurations as needed; install patches and perform upgrades to servers; install and repair computer equipment; add and delete electronic mail accounts.
- Respond Help Desk calls and Communicate with citywide users and administrators to exchange information, resolve issues and coordinate activities.
- Drive a city vehicle to sites to conduct work; maintain routine records related to work performed, prioritize.
- Support Microsoft office products Word, Excel, PowerPoint, Outlook, Access and including Office 365 and print server monitoring, all software products used by the various departments including but not limited to Sunguard TrakIt, Cayenta, Filemaker pro and GIST. Phone support on cisco voip and mobile devices running Apple IOS and Android. Prepare desktop images and support all desktop hardware and monitor deployment and trouble shooting.

IT Specialist, South San Francisco unified school district South San Francisco, CA 01/15 – 06/15

- Troubleshoot problems encountered by staff and provide a timely resolution via email, telephone and/or in person.
- Install, maintain and repair all IT equipment at assigned site(s), including mass imaging and deployment of computing hardware.
- Install and support desktop application software, hardware and peripherals.
- Maintain licensing information for software purchased locally by school site(s) to ensure compliance with licensing requirements.
- Maintain an accurate equipment inventory for assigned site(s) in the District's central inventory management system.
- Escalate unresolved issues as needed until issues are resolved. Track all unresolved issues to closure via the District's IT helpdesk.
- Backup other members of the IT team as required, including performing duties that are not part of the normal position responsibilities.
- Train staff in the use and maintenance of both hardware and software.
- Make decisions based on established policy and procedures.
- Maintain security of confidential information.
- Travel to school locations as assigned. Perform other duties as assigned.

System Administrator,

Intercultural Institute of California (IIC.edu), San Francisco, CA

1/06– 12/06

- Setting up/configuring/maintaining/designing group policy, IIS, DNS, DHCP, Exchange in a Microsoft 2000/2003/2008/2013/2016 Server Active Directory environment
- Scheduling and maintaining system backups with Symantec products such as Gosh Norton and Symantec Antivirus and periodic test system restores
- Ensuring the security and operational effectiveness of the systems applying security hot fixes and system patches
- Troubleshoot server, desktop hardware, software, and networking problems
- Installing, monitoring and maintaining networks, LAN/WAN architecture, planning, implementation, troubleshooting with switches, bridges, routers, PIX firewalls.
- Monitoring and maintaining RIP, EIGRP, OSPF, BGP, VOIP, VLAN, STP, L2/L3, ipfilters, VPN, TCP/IP, UDP, HTTP/HTTPS, FTP, SNMP, SSH, IPsec, security implementation on networking devices and voice/data products
- Installing and configuring standard Unix/Linux applications such as Apache, Sendmail, DNS/BIND, MySQL, Syslog, Shell scripting on Redhat Linux environments

Assistant (Intern) Technical Support,

Intercultural Institute of California (IIC.edu), San Francisco, CA

5/03-12/05

- Built computers, updated, installed software, troubleshoot hardware and software for computers and connectivity issues such as HTTP, FTP, network printers and MS Office 2003 applications
- Installing, troubleshooting and recovering Windows 2000/2003 servers, Active Directory and XP desktop machines including remote office setups and physical moving of hardware to new offices
- Created user email and troubleshoot Outlook client functionality usage and conflict related issues with Microsoft Outlook in Exchange environment
- Provided support for Windows XP, Windows 2000, Windows Server 2003
- Provided administration support on application software packages and network for both Windows and Macintosh systems
- Troubleshoot and resolved connectivity issues such as HTTP, FTP, and network printing
- Maintained current status of software, backups, antivirus and spyware and working knowledge of MS Office products including Project, Word
- Assisted System Administrator with installing and configuring of Red Hat Linux web servers and workstations with Apache, PHP, MySQL backups and restore
- Other areas of experience are diagnosis and repair of Macintosh operating systems and VMware.
- Worked as a cross-functional team player and handled technical service issues in a timely manner

Service Technician, Small Business Server, Computer service, Cupertino, CA

1/10– 12/16

- Perform network related tasks such as server installations/ maintenance, router or firewall setup, and printer related issues.
- Perform VoIP system setup, installation, or maintenance.
- Repair and troubleshoot all workstations, desktops, laptops from all manufacturers and software applications including Apple Products.
 - Remove the Viruses, Spyware, Popups, or Adware programs and perform full server, workstation image backups across all systems onsite.
- Support users for creating, editing, and sharing Word, Excel, Outlook and PowerPoint documents.

OTHER SKILLS

- Strong inter-personal, communication and documentation skills, and an excellently organized team player with the ability to handle technical service issues in a timely manner
- Diagnosis and repair of Macintosh operating systems and Virtualization (VMware) and CRM Experience with Salesforce.com
- Excellent problem-solving skills, along with the ability to work both independently, and as part of a cross-functional team
- Regular MAC OS X user with years of MAC OS X environments.

EDUCATION & TRAINING

- **Microsoft Managing Windows Server 2008 course**, Webtime, Korea 2009
- **Microsoft Adminstrating Exchange Server 2003 course**, Webtime, Korea 2009
- **Microsoft Maintaining SQL Server 2005 Database course**, Webtime, Korea 2009
- **Cisco Unified Communications course**, Corpa, Korea 2009
- **Cisco IP Telephony Part 1, 2 course**, Corpa, Korea 2009
- **Cisco Voice over IP course**, Corpa, Korea 2009
- **Cisco Certified Security Professional course**, Never Stop, Korea 2009
- **Cisco Certified Network Professional course**, Never Stop, Korea 2009
- **Solaris 10 Features for Experienced Solaris System Administrators**, Sun Microsystems, Korea, 2009

- **Shell Programming for System Administrators**, Sun Microsystems, Korea, 2009
- **VERITAS Volume Manager Administration**, Sun Microsystems, Korea, 2009
- **Solaris System Performance course**, Sun Microsystems, Korea, 2009
- **MySQL for Database Administrators course**, Sun Microsystems, Korea, 2009,
- **Network Administrator for the Solaris course**, Sun Microsystems, Korea, 2009
- **Solaris System Administrations II course**, Sun Microsystems, Korea, 2008
- **Solaris System Administrations I, course**, Sun Microsystems, Korea, 2008
- **Oracle Database 10g: Performance Tuning**, ITBANK, Korea, 2008
- **Oracle Database 10g: Administrators Workshop II**, ITBANK, Korea, 2008
- **Oracle Database 10g: Administrators Workshop I**, ITBANK Korea, 2008
- **Oracle Database 10g: Introduction to SQL** ITBANKINSTITUTE, Korea, 2008
- **Cisco Certified Network Associate (CCNA)course**, Kwang net, Santa Clara, 2004
- **Microsoft Certified Systems Engineer (MCSE) course**, Jubit, Oakland, CA, 2002
- **Computer Technology courses**, Ohlone College, Fremont, CA, 1995-1997
- **GED, Diploma**, Seoul High School, Seoul, Korea, 1982

TECHNICAL SKILLS

- Operating Systems: Windows 2000/2003/2008/XP/7, UNIX (BSD, Solaris, Mac OS), Linux (RHEL ES/AS, CentOS)
- Microsoft office products Word, Excel, PowerPoint, Outlook, Access and including Office 365
- Server Services: DNS (BIND), DHCP, Active Directory objects and Group Policy, MS SharePoint 2013, 2016,vsFTP, OpenLDAP, Apache, Squid, Samba.
- NFS, NAS, SSL, OpenVPN, Active Directory, Group Policy, WINS, SNMP
- BOOTP, SMTP, Terminal Services, NIS, Routing and Remote Access
- Backup/Restore: Rsync, Ghost, VERITAS (Storage Foundation)
- Hardware: Intel, AMD, Sun SPARK, Apple platforms, Raid (0, 1, 5, 6), UPS, KVM, Console, firewalls, routers, switches
- E-mail server: MS Exchange Server 20013/Outlook, Postfix, and Sendmail
- Security: Iptables, IPsec, SSL-VPN, McAfee Endpoint.
- Network Technologies: TCP/IP, UDP, HTTP/HTTPS, FTP, SNMP, SMTP/IMAP
- LAN/WAN, Cisco ASA, Meraki Firewall, SonicWALL Firewall, Cisco router, switch, Dell switch including IPsec Site to Site VPN and Remote Access VPN, VLAN, Routing, Wi-Fi, Voice IP Phone System.
- Support Software: Microsoft Office
- Virtualization Applications: VMware VSphere 6, Microsoft Virtual Server PC, Windows Hyper-V, KVM, Virtual Box
- Database: Oracle, MySQL, MS SQL
- Programming: HTML, SQL, C/C++, Bash & Korn Shell scripting, XML
- WordPress, Drupal 7, HTML and Adobe Photoshop, Acrobat.