

JUSTIN REY MILLARE

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SUMMARY

Computer Technician with a background in supporting home, enterprise, and high-availability server environments. Seeking a challenging position with opportunities for expanding upon existing skillset

SKILLS

16+ years of strong work ethic through a vast range of industries

Office 2011 – 2 Years actively Supporting Office 2011 for MAC

Sound knowledge of Windows XP/Vista /7/8/10 operating systems

Easily adaptable and approachable while being modest and well-rounded

Strong desire and ability to learn and apply new knowledge and techniques

5 Years actively supporting Microsoft Office 2003/2007/2010/2013/Office365

5 years active administration and maintenance Windows Server 2003, 2008, 2012

Effective interaction with individuals and groups at all levels across all channels

Remote Access – Proficient with SSH, RDP, logmein, teamviewer FTP platforms

5 years active maintenance and administration of shared company server resources

5 years active maintenance and administration of Active Directory Groups and Users

Disaster Recovery – 2 years of ensuring success of backup jobs on Symantec Backup Exec

5 years actively supporting Windows Operating Systems in home and enterprise environments

Highly fond of sharing knowledge and encouraging team development towards company goals

5 years active maintenance and administration of Microsoft Exchange local and hosted services

Linux Flavor Knowledge – CentOS, Ubuntu and RedHat knowledge of command-line and GUI

Moderate Linux Knowledge enough to install OS, setup LAMP stack and configure Applications

Software – 1 year combined experience within software QA and software tier 1 telephone support

VoIP Knowledge – 2 years of experience with rolling out 8x8 and Megapath hosted VoIP solutions

Virtualization – Able to install and maintain virtual machines on VMware and Citrix Xen platforms

Hardware – 5 years active setting up and troubleshooting of PCs, Servers, Printers, Switches and Routers

Network Knowledge – Sound understanding of WAN and LAN concepts from Physical to Application layer

MAC OSX – 2 years actively supporting MAC OSX and MAC Server within personal and enterprise environments

EDUCATION

2009 – 2011

Mount San Antonio College Walnut, CA

2004 – 2006

DeVry University Pomona, CA

2002 – 2004

Citrus College Glendora, CA

1996 – 2000

Bishop Amat Memorial High School La Puente, CA

EXPERIENCE

February 2018 – March 2021

UCLA Information Technology Services Westwood, CA

Programmer/Analyst II Client Support Technician

- Front Line Client Support for Information Technology Services
- Troubleshooting and maintenance of UCLA Campus Telephony Systems
- Analyzed customer requests for support to resolve or assign to appropriate provider

December 2016 – February 2018

UCLA Extension Westwood, CA

Programmer/Analyst II Helpdesk Technician

- Created and maintained staff accounts
- Assessed and determined hardware and software needs
- Provided support to all UCLA Extension staff/instructors and students

June 2016 – December 2016

Robert Half Technology @ The Getty Los Angeles, CA

Technical Support Specialist

- Windows and MAC Level 1 Helpdesk Support
- Remote Support and Assistance to Getty Museum Staff
- Novell Network and Exchange (local and hosted) administration

April 2014 – June 2016

Abacus IT West Hollywood, CA

Field Technician / In-House Technician Tier II

- Windows and MAC troubleshooting
- New Hardware build outs (Desktops and Servers)
- Active Directory and Exchange (local and hosted) administration

November 2013 – April 2014

Carlson Communications Corp. Los Angeles, CA

IT / Field Technician

- Network Equipment Troubleshooting
- SMB VoIP integration (8x8 and Megapath)
- Installation of Network Cabling Infrastructure

October 2013 – November 2013

The Academic Advantage Los Angeles, CA

IT Helpdesk Technician

- Inventory of company IT resources
- VoIP system maintenance and administration (8x8)
- Active Directory and Local Exchange administration

April 2012 – October 2013

Education Dynamics Inc. Altadena, CA

IT Helpdesk Technician / Field Technician

- Onsite and remote support for 35 sites, 130+ users
- Installation of physical Hardware and network cabling infrastructure
- Heavy Active Directory and Exchange administration across 5 domains under 1 roof

May 2011 – April 2012

Multacom Inc. Los Angeles, CA

Network Systems Administrator

- Ensured client servers always running
- Installations of Windows and Linux of client servers
- Custom Server and Dell Builds for clients from assembly to rack

February 2011 – May 2011

Nero Inc. Glendale, CA

Technical Support Representative

- Tier 1 Software Telephone Support
- Ensured that show-stopping issues were properly escalated
- Communicated with customers via Phone, email and live chat

July 2010 – February 2011

Pacific Centrex Services / DataVo Los Angeles, CA

Customer Service Repair Technician

- Coordinated field technicians to respond to client issues
- Actively monitored in-house ticketing system for client requests
- Supported Network and Voice clients with connectivity issues over phone and email

November 2007 – March 2009

HSBC (Consumer Lending) Pomona, CA

Collections Representative

- Ensured that monthly collection quotas were met
- Interacted with individuals over the phone for Accounts Receivables Acquisition
- Entered any promise to pay notices within proprietary collections database system

June 2007 – September 2007

Activision Inc. Santa Monica, CA

Quality Assurance Software Tester

- Rigorously tested nightly builds of gaming software
- Reported existing bugs within newest build of software
- Entered Bug reports within BugTracker open-source bug ticketing system

April 2005 – November 2007

Sell it! on eBay Chino Hills, CA

Sales Assistant/Assistant Manager

- Managed ebay auctions from opening to product shipment
- Assisted customers with selling items on ebay via consignment
- Photographed, wrote up descriptions and posted ebay auctions for items

November 2001 – February 2005

Bank of America Walnut, CA

Senior Customer Service Representative

- Maintenance on customer accounts
- Frontline teller for everyday financial transactions
- Responsible for balancing cash drawer and ATMs at end of business day