

OBJECTIVE: To obtain a position where I can utilize my skills to promote a secure and reliable network environment

QUALIFICATIONS:

Experience with all versions Microsoft Windows OS, (from MS-DOS to Windows 10, & server). Installation and troubleshooting of Microsoft office suite and variety of third party softwares such as Norton Antivirus (enterprise), Symantec Ghost (Disk cloning), web browsers. Experience with help desk and phone support center, using Track it (help desk ticketing software). Technical and instructional writing experience. Hardware and software diagnostic and troubleshooting. Setup and configuration of Routers, wireless devices, network printers. Experience with DHCP server, VPN, and Firewall . Familiar with Active Directory, and Microsoft Exchange server. Familiar with Linux.

WORK EXPERIENCE

IT/SEO Consultant, 1 Source 1 Solution, Tustin, CA 07-2003 – Present

Provided IT, and SEO consulting services to Small businesses. Built, Installed, configured, and troubleshoot network servers, workstations and printers. Designed, implemented and maintained networks and wireless devices. Managed business online exposure, Google ad, and social media platforms. I worked as a freelance consultant for Corona Motors and associate from 2003 to 2014, and continued the same line of work under the name 1 Source 1 Solution until present.

Information Systems Specialist, NBTY manufacturing, Anaheim, CA 07-2001 to 08-2002

Provided technical support to over 200 PCs, laptop and network printers in multi segmented networks. Troubleshoot LAN connectivity, printing and E-mail problems. Facilitated help desk support center by applying remote control clients on all PCs. Installed and configured Norton Antivirus corporate edition. Simplified desktop deployment and updates by creating clone images of desktop computers. Configured and maintained data backup and restoration. Supported users in local and remote locations via phone remote connection. Created and developed technical newsletter for end users. Assisted network manager in monitoring and maintaining server's performance. Maintained computer equipment and software licensing inventory.

Field Service Technician, Netplus Inc., Brea, CA 03-1997 to 05-2001

Installed, configure and troubleshoot Desktops and laptops, and Printers. Diagnosed and resolved hardware, software, and network related problems. Evaluated and recommended new software and hardware. Monitored and troubleshoot network servers, and applied service packs. Maintained and managed user accounts and permissions. Responded and resolved network and printing issues via phone.

Technical support representatives, Toshiba America, Lake Forest, CA 03-1996 to 01-1997

Provided primary point of contact and first level of support for incoming calls and requests received from Toshiba customers. Diagnosed and resolved Desktop and Laptops hardware, software and operating system problems via phone. Generated reports and documented problems. Identified and posted solutions on the company's Knowledge base site, created a service request ticket for follow-ups.

EDUCATION AND CERTIFICATION

1997 Certified Computer Technician (**A+**)

1999 Microsoft Certified Professional plus Internet (**MCP + I**)

1999 Microsoft Certified System Engineer (**MCSE**),

2000 Cisco Certified Network Associate (**CCNA**)

2020 Search Engine Optimization Specialization (**SEO**)

2020 Google IT Support

1993-Present, Constantly taking online courses learning work related technology, developments and updates.