

ALBERT KALANI JAN

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Objective

Continue my career in information technology with a company that allows for growth and advancement which utilizes the variety of my technical skills, creativity, and leadership abilities

Professional Experience

Electronic Technician, Communication Test Design Inc., Fairview Oregon 2020 - Present

- Troubleshoot and repair of SMT micro electronics
- Component level repairs on circuit boards
- Testing and calibration of communication equipment
- Fundamental use of electronic tools and instruments

IT Cinema Tier 2 Support Technician, Regal Cinemas, Knoxville Tennessee 2008 - 2020

Responsible for the support of theatres through service desk cases and theatre-facing projects. Specific responsibilities include:

- Troubleshoot and repair theatre IT hardware and infrastructure
- Troubleshoot and repair software problems; effectively escalate to others as needed
- Develop and maintain practices required to effectively support the theatre IT environment
- Contribute to process improvement for the Theatre Field Support team
- Travel as needed for theatre openings, closings, remodels, acquisitions, and other projects as assigned
- Coordinate IT hardware installations, moves, adds, and changes in theatres
- Respond to incidents for low voltage cabling by dispatching vendors as necessary
- Document support and procedural changes and interface with various departments and service techs for knowledge base update

Collaborates with other IT groups to ensure ongoing operation and maintenance of IT equipment and infrastructure including:

- Collaborate with IT, Construction, and Operations personnel on theatre openings, closings, remodels, and acquisitions to ensure hardware and software installation requirements and schedules are met
- Represent the IT department at onsite meetings for theatre construction projects
- Collaborate with IT groups to maintain, problem, solve, and upgrade technology
- Provide 1st and 2nd level support to IT teams and users who require help

Work with key vendors to ensure compliance with (SLAs) Service Level Agreements, (SOWs) Scope of Work, contract terms, and schedules including:

- Coordinate with low voltage cabling vendors to support the low voltage network infrastructure in theatres
- Monitor status of service desk cases for compliance with SLAs and standard operating procedures

- Monitor performances metrics and statistics to identify areas for improvement in services to theatres
- Recommend changes to contracts with key vendors as needed

Support the Disaster Recovery plan to ensure that applications and supporting equipment can be recovered to meet the Recovery Time Objectives (RTO) as defined and approved by Management including:

- Participate in drills to ensure recovery plans are viable and will meet RTO needs as required
 - Participate in the onsite recovery team in the event of a disaster as required
 - Identify opportunities to reduce risk and mitigate potential threats; propose solutions as necessary
 - Perform other duties as assigned
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Field Service Technician, NW computer Support, Portland Oregon

1993 - 2008

- Provide technical support onsite and in-house
 - Maintenance, installation, troubleshooting, testing, of electronic/ mechanical equipment and components for laser printers, plotters, impact, color, multifunction printers and fax machines
 - Restored software to factory settings and updated firmware on desktops
 - Troubleshoot and repair hardware on laptops
 - Read and interpret schematics, technical manuals, and documents
 - Troubleshoot, configure, test software and hardware devices within network environment
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Education

Microsoft Certified Systems Administrator (MCSA 2003)
New Horizon Computer Learning Center Portland, Oregon

Electronic Diploma
Connecticut School of Electronics New Haven, Connecticut

Certifications

MCSA 2003 - Microsoft Certified Systems Administrator
MCP - Microsoft Certified Professional
CCNA - Cisco Certified Network Associate
CompTIA A+
CompTIA Security +

Skills

- Ability to communicate difficult technical concepts clearly to a variety of individuals of varying technical expertise and understanding
- Strong decision-making skills, even under pressure while lacking all of the desired information details
- Disciplined process oriented with leadership skills to implement best practice procedures
- Ability to work successfully in a high volume, technical demanding job providing leadership and customer service while utilizing excellent judgement