George Carreon

Technical Support Engineer / Lead Tech
Network Administrator

Hello, my name is George. I have worked in the IT industry for over 10 years. I have worked in multiple types of environments from fast paced professional to relaxed and start up. I have a wide range of Application Administration, Technical, Problem Solving, Critical Thinking, Customer Service and Communication Skills that are an asset to any company.

I have also administrated and maintained multiple applications to include Email Applications, Direct Messaging Applications, Ticketing Application CRM, Database and VoIP systems. Maintaining business connectivity and good customer relationships thru fast and reliable and accurate solutions to incidents or higher lever communications with internal level departments to resolve application issues.

Some applications that I have Administrative level experience with are the following;

- MS Office / 365 and Desktop Version
- Google suite
- MS SQL Management
- SAP
- Lync
- GoToMeeting / GoToWebinar / GoToAssist
- Team Viewer
- Desk (ticketing system)
- Kaseya
- Fresh Service
- ZenDesk
- 8x8 VoIP
- Cisco VoIP
- Sales Logix
- ZOHO

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Technical
Skills

I have managed and maintained applications to include Email applications, Direct Messaging applications, Ticketing Application CRM, Database, Client/Server based applications and VoIP systems. Maintaining business connectivity and good customer relationships thru fast and reliable and accurate solutions to incidents or higher lever communications with internal level departments to resolve design issues.

I have worked with MSSQL / Access based applications. To troubleshoot error messages and to test solutions in a test environment and apply those solutions to live environments. Maintained internal and external network connections while working with internal users and customers to minimize downtime and to maintain a high level of support. Using email and phone conversations to resolve internal and customer level trouble tickets. Maintaining and administrating remote employee's VPN connections.

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Current Project Experience

IT Vizion | Corona, CA   **Ongoing February 2017 onwards**

Technical Support Engineer / Lead Managed service tech for West Coast USA division

My responsibilities here range from the support level call center duties to high level administrative. Currently lead tech for West Coast division of ITVizion. I manage support tickets and customer specific projects that include data backup, office IT equipment set up, IT equipment purchases. There is a lot of company specific projects that I am a part of from the levels of planning, preparing and executing. Along with continuous support of said companies.

I also take the role of escalation support. When incidents need to have a second look or are escalated, for a multitude of reasons, they are assigned to myself. Current systems and tools that are being used include: MSSQL Server, SAP, Fresh Services, ZOHO Kaseya Monitoring Systems – Administrative level, Windows OS 7, 10 Pro Windows Server 2008, 2012 IIS, Windows MS-SQL server 2008, VSphere VM systems, Team Viewer, Office 365 – administrative, Gsuite – Administrative, GADS – Administrative, Active Directory – Administrative, Router / Firewall management

ITIL training and certification.

Google Support Certification

Computer Lab International | Brea   **November 2014 - September 2016**
Network Administrator \ Customer Technical Support

My responsibilities here include maintaining and optimizing network for internal and remote users. Administrating IP phone System (8x8 IP phone). Administrating users of multiple applications such as Office 365, Fresh Services and ZOHO. Creating users and maintaining licenses. Network connectivity of MS SQL servers both live and test. Answering customer technical support phone calls and emails. Customization of Thin Client OS systems and imaging. Customer reported incident replication and resolution. Testing of internal images for release and QA testing of customer images. Implementation and administration of new Desk.com support ticketing System and CRM.

I worked with some of the following systems and software: Microsoft Office 365 (Word, Excell, One Drive, Mail), MS SQL 2008 / 2012, Microsoft Office 2005 (Word, Excel, Access, Mail, Power Point), Office 365, Linux / Android / Windows based Thin Client devices, IIS 8 and Windows Server 2008 / 2012, Power Shell and Batch file creation, Desk.com, Sales Force and Sales Pad CRM

Bitetto AAA Towing | Anaheim / Corona   **November 2013 - November 2014**

Network administrator

Responsible for small business network environment. Maintaining network uptime and hardware connectivity (printer/scanner). SQL server maintenance and application management. Installing and maintaining employee hardware (work based ipads, In Cab video recording device.) Website and social media updating. Customer support via phone, email and in person. Other responsibilities included: Communicating with AAA support team regarding the ticketing system. Working in concert with management team to create reports based on ticketing system

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database. Customer support, Tow truck driver management (radio dispatch), Windows server 2008, Win 7, Crystal reports, Microsoft Office 2005

Scantron | Santa Ana   **June 2010 - July 2013**

Technical Support Specialist Level 2

As a technical support specialist working from a home office, I was responsible for the support, installation and upgrading over 25 software products ranging from server and client based software to web based software Also for closing escalated support tickets via phone, e-mail and website queue. I utilized remote viewing tools such as Go To Assist to help resolve incidents. Worked with basic user questions to high level network administrators with troubleshooting Windows network issues relating to Scantron software. Active directory consulting and hardware peripheral support (scanner / printer machines). MS Windows 7 / XP, MAC OS 7 and 10, MS office suits, MSSQL, MYSQL, Windows Server 2000 and 2008, Citrix & Cisco VPN, Apache, IIS, Network administrative permission settings via Active Directory.

Constellation Homebuilders | Anaheim, California   **November 2005 - December 2009**

Technical Support Specialist Level 2

As Tech Support my duties included installing and updating Access and MSSQL based software. Supported 15 different products. Both server / client products and stand alone products. Also responsible for after hour professional service calls to install - update software on customer's environments. Product testing before full releases. MS Windows, MS office, MSSQL, Citrix VPN and administration, MS Windows server 2000, Network file sharing and permission setting via Active Directory and Citirx (LAN/WAN).

EDUCATION

Bachelor Degree and Associate Degree, Network Technology and Network Administration, A+ Certification, MS SQL query basics, MS SQL administration, Customer Service call management

January 1999 - July 2001, Westwood college of tech | Anaheim, California, Phoenix University | Santa Fe Springs

January 2002 – 2005 , University of Phoenix | Santa Fe Springs |