

# Honesto B. Cadiz

San Leandro, CA 94579 (510) 331-2499

HonestoCadiz66@gmail.com

Astute and dedicated individual prepared to excel in the field of Information Technology specializing in a healthcare environment, customer support, and troubleshooting. Proven work history as a highly motivated and competent individual with a strong ability to diagnose complex systems and technical configuration. Detailed-oriented, highly analytical and performance driven professional.

## IT SUPPORT ENGINEER - DESKTOP QUALIFICATIONS

- |                        |                |                          |                  |
|------------------------|----------------|--------------------------|------------------|
| • TCP/IP               | • ServiceNow   | • Allscripts/Epic/Citrix | • Office O365    |
| • DNS/DHCP             | • CA Services  | • Cisco Networking       | • SharePoint     |
| • Windows 7/8/10       | • Desk MGR     | • Cisco Unity Admin      | • VPN            |
| • Mac OSX              | • RightFax     | • Cisco AnyConnect       | • Multi Factor   |
| • Active Directory     | • Microsoft    | • Exchange               | • Authentication |
| • Active Administrator | • Azure/Intune | • Administrator          | • SCCM           |
|                        | • Brivo On Air | • OneDrive               | • Bomgar         |

## TECHNICAL PROFESSIONAL EXPERIENCE

### **Brown & Toland Physicians, Oakland, CA**

*2018-Present*

#### *Desktop Support Technician II*

- Create Mailboxes, Distribution Groups and modify Security Groups in AD.
- Identifies and resolves desktop/laptop hardware/software problems and mobile issues.
- Provide timely response to all issues with internal and external Users.
- Onboard new hires including deploying computers, site access and workstation set up.
- Support in new system deployments/conversions/loading appropriate software as needed.
- Responsible for incidents escalated from first line of support and determine the path for escalation.
- Write support documentation for Users and/or departmental use as well as provide training.
- Site Surveys, Inventory Control and travel to remote offices throughout the Bay Area to support local Users with IT request.

### **Tesla, Hayward, CA**

*2017-2018*

#### *IT Manufacturing Support Technician*

- Primary support for 600+ end users and responsibility is to keep manufacturing lines running.
- Install, support, upgrade, replace, and remediate all IT hardware along manufacturing lines.
- Quickly respond to requests and incidents from our customers.
- Troubleshoot Hardware, Operating System and Software issues.
- Troubleshoot Network issues from the client up to the switch and IDF.
- Interface with the various manufacturing groups to understand issues.
- Interpret how to solve long term needs within the framework of IT MFG standards.

### **General Electric, San Ramon, CA**

*2015-2017*

#### *IT Systems Support Analyst 2 / Desktop Support*

- Quickly diagnose system hardware, O/S, application issues and implement corrective actions. Work in IT Lounge face to face environment supporting GE Corporate 1500+ users.
- Dedicated to providing high end customer service with Executive Presence.
- Set up A/V equipments, performed system troubleshooting repair and adjustments.
- Conduct initial on board technical orientation to new employees in a classroom setting.
- Delivers training on corporate standard with hardware and software for speciliaze office use.

- Works closely with users to identify and provide for their computing needs. Recently designated to work independently as a sole support during reorganization period.
- Assemble, install, upgrade, and configured new computing systems including hardware, software and applications in an Apple and Microsoft environment. Resolve wireless connectivity issues.
- Administer and maintain user and system accounts in Active Directory. Support local and remote users effectively by phone.

**Telmate , San Francisco, CA**

*2012-2015*

*Network Integrator / Help Desk Tier II (MAC)*

- Extensive experience in Mac OSX environment and Google Applications. Troubleshoot, research, diagnose, document, and resolve technical issues surrounding Mac OS Operating Systems, MS Office applications, email, other special applications, Internet connections, and hardware/peripheral equipment.
- Install hardware and software on Apple Macintosh based graphics work stations, ensure that inquiries and problems concerning computers, peripherals, and services are expeditiously resolved. Knowledgeable with current Apple hardware (iMacs, MacPro, Mac Mini, MacBook, MacBook Pro, Apple TV, iPods, etc).
- Aid in troubleshooting and provide IT assistance for desktop, ranging from a major system crash to a forgotten password, server failures, phone administration and virtual server environment including complications of the telephone/video teleconference systems. Track status and report progress of activities, projects and trouble tickets. Provide phone and in person support.
- Undertake routine preventative measures by implementing, maintaining and monitoring network security and usage, particularly if the network connects to the internet, and the use of the web by employees, managing the website and keeping internal networks running.
- Provide training and technical support for users with varying levels of IT knowledge and competence, supervising other staff, such as help-desk technicians and working closely with other departments/organizations and collaborating with other IT staff.

## **EDUCATION AND CERTIFICATION**

**Santa Clara Technical Academy – Santa Clara, CA**

*Certification for Network Specialist-Linux (Red Hat Environment), Windows 7 (Desktop Support Tech), Window Server and Active Dir., A+ Certification Preparation*

## **LANGUAGE SKILLS**

Bilingual English/Tagalog