

JOHN GUZMAN

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INFORMATION TECHNOLOGY

Systems Administration ~ Helpdesk Support

Objective: To obtain a position that effectively uses my analytical and technological skills in the business world to improve on my customer's needs. Strong communicator, recognized for exceptional interpersonal skills. **Bi-lingual, English and Spanish.**

Areas of expertise and professional strength include:

- PC/LAN
- Desktop Support
- User Training
- Hardware & Peripherals
- Voice Systems
- Project Coordination
- Microsoft Certified
- Security Systems
- Helpdesk

TECHNICAL SKILLS

| | |
|---------------------------|---|
| LAN/WAN Hardware: | Dell Gigabit Switch, Netgear Switch. |
| Operating Systems: | Windows 2000/XP/Vista/7/10, Windows Server 2008/2010, ISA 2004/2006 Firewall Vmware server Citrix and SonicWall Firewall. Exchange 5.5/ 2000/2003/2007/2012. |
| Utilities: | User Manager, Active Directory, Trace Route, Symantec Ghost, MS Remote Desktop, pcAnywhere, Microsoft Backup Utility, Veritas Backup, and APC Battery Backup Smart UPS. |
| Security: | Symantec Endpoint Protection, McAfee, MS Anti-Spyware, MS Security Baseline Analyzer, WatchGuard and Windows Defender. |
| PC/Servers: | Dell PowerEdge 2600 Server, Dell PowerEdge 4400 Domain Controller, Gateway 8400 Server. Dell, and Gateway. |
| Laptops/PDAs: | Dell, IBM, Sony, HP, Toshiba, Panasonic Toughbook/GPS, and Fujitsu Tablet/GPS. |
| Software: | MS Office 97/2000/XP/2007/10/13 Pro, Active Sync, Intellisync, Autodesk Map 2005, Citrix MetaFrame 4.5, Adobe, AqTeSolve, Ground Water Vista, Earthvision, SMS, ConnectWise and Web-based applications. |
| Peripherals: | HP Printer, HP Plotter, Blue Print Copier, Canon, Minolta, Epson Scanner, Photo Smart Scanner, Infocus Projector, and Primera Composer Max CD Duplicator. |

PROFESSIONAL EXPERIENCE

Apex and Insight Consulting, Portland OR (CONTRACT POSITIONS)
Desktop Support + Admin Support

February 2018 to August 2019

- Supported all applications in standard workstation desktop, including Windows7, W10, MS Office 2010/2013 and Exchange 2012.
- Used RealVNC, SCCM, Remote Assistance or other for remote control support and distribution of software packages.
- Used Jira for managing work queue, requests and tickets.
- Supported remote users with network access using Citrix or VPN connections.
- Setup and configured new/reassigned workstation hardware.
- Performed Adds, Moves and Changes to mobile and VoIP phones, ordered as needed.
- Prepared obsolete equipment for disposal.
- Performed troubleshooting services and resolved workstation hardware problems.
- Recommended purchases of new equipment and replacement parts.
- Assisted other IT departments with various LAN support tasks and projects as directed.

PROFESSIONAL EXPERIENCE*(Continued)*

OCD, Wilsonville, OR
Network Support + Admin Support

November 2009 to September 2017

Supported twelve hundred end users in eleven counties in Oregon and Washington: Windows XP Pro, Vista, 7, Advanced Server 2000, 2003, SQL Server 2005, Exchange 2010, Citrix MetaFrame 4.5, Fundware, Abra, Timestar, Office 2003, 2007, 2010, Visio, Publisher, Project, Adobe Acrobat, FrontPage, Messenger, Symantec Endpoint Protection, Dameware, VPN, remote desktop, Watchguard, VOIP and database applications STATUS, SAMOA, VROOM.

Cogent and Levi Consulting, Portland, OR (CONTRACT POSITIONS)

August 2007 to 2009

Network/Helpdesk Admin Support

- Supported all applications: MS Windows XP/Vista/Windows 7, MS Office 2003, and Exchange 2003.
- Used SMS for remote control support and distribution of software packages: VNC, Citrix, RDP.
- Used Track-It for managing work queue, requests and tickets: Remedy.
- Supported remote users with network access via DSL, Cable, Linksys wireless, and dial-up, using Citrix or VPN connections.
- Performed troubleshooting and resolved workstation hardware problems.
- Recommended the purchase of new equipment and replacement parts.
- Assisted network administrator with various LAN support tasks and projects as directed.
- Handled moves/adds/changes to telephone systems.

Oregon Symphony, Portland, OR

2000 to May 2007

Systems Administration

- Ensured superior customer service and quality support throughout the organization by providing all LAN IT support for on-site employees, 70 desktops, and one offsite office.
- Worked closely with Director on IT initiatives, making recommendations with authority to purchase and allocate hardware and software.
- Provided data network infrastructure and voice systems administration, including daily backups; LAN/WAN/topology support; and IS maintenance and technical administration.
- Ensured effective virus protection, security, and disaster recovery planning of the company's technology investments monitoring security reports and taking corrective action where indicated.
- Created new accounts, managed user profiles, reset passwords; unlocked accounts, granted profile permissions, and joined computers to domains, using Active Directory.
- Collaborated with IT Director on network changes and web-based application rollout.
- Assisted with domain migration and deployment of Windows XP and Office 2003.

EDUCATION

Advanced LANs; Computer Horizons Training Facility, Beaverton, OR
Windows 2003, Exchange 2003, ISA 2004 Servers, SQL Training Facility, Beaverton, OR
Troubleshooting and Maintaining PCs, SQL Soft, Beaverton, OR

San Jose City College, San Jose, CA
Business Administration, Office Automation