John Malinao

TECHNICAL SUPPORT ENGINEER

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107 Wildflower Loop, Brentwood, 94513, United States

EDUCATION

BS in Information Technology
University of Phoenix
2020

Associate of Applied Business in Computer Technology
Kent State University
2015

Certified compTIA A+
CompTIA
2020

SKILLS

Up-to-date knowledge of the latest IT and software trends. In-depth knowledge of hardware and software.

Excellent organizational skills, ability to work under pressure, and meet deadlines.

Proficiency in HTML/CSS, and Office 365.

Proficiency in computer assembly, support, assisting users with a problem and requests. Troubleshooting hardware, and software problems; Windows/Macintosh, including mobility support; iOS/Android, and other mobile connectivity needs.

Knowledge of Exchange ActiveSync and mobile device management in iOS devices, VPN connection, data encryption, and security.

Expertise in network troubleshooting.

WORK EXPERIENCE

Reverse Logistics Technician
Workday / Feb 2021 - Apr 2021

- o   Inventory & Shipping
- o   ServiceNow IT service management
- o   Manage inventory, track items, and update AssetTrack

IT Engineer
AAA insurance / Nov 2020 - Feb 2021

- o   Laptop Imaging 50-80 laptops/day
- o   Deploy Windows applications
- o   Laptop deployment on-site
- o   Inventory & Shipping

IT Support Technician
Smart Source / Sep 2017 - Jan 2020

- o   Projects at SAP, LinkedIn, Apple. Toshiba, HP, Chase, Workday, and UnionBank.
- o   Support of 100-150 users
- o   Laptop intake
- o   Laptop file backup
- o   Hard drive replacement
- o   Upgrading a desktop/laptop to Win10
- o   OS imaging using PXE boot & USB stick
- o   Software installation
- o   File migration
- o   Laptop delivery and new device review with recipient
- o   Updating of asset tracking tool
- o   Active directory
- o   Server, switch, and router installation

IT Project Specialist
Jones IT / Jun 2017 - Aug 2017

- o   Ticketing Systems - Zendesk
- o   Operating systems - Windows and Mac OS X / macOS operating systems, mobile operating systems, iOS and Android.
- o   Computer Troubleshooting - Hardware, software, networking, computer imaging, virus and malware removal, VPN, printing.
- o   Networking - Installation of routers, switches and wireless access points.
- o   IT Inventory Management
- o   Conference room setup and cable management
- o   Other tools used - Active directory, command prompt, terminal, G Suite (Mail, Calendar, Drive, etc.), LogMeIn, Microsoft Remote Desktop, LabTech, TeamViewer, RingCentral, Dropbox, Slack, and Chromebox for Meetings.

IT Support Technician
Vodastra Technologies / Feb 2016 - May 2017

- o   Hardware Break/Fix
- o   Network Troubleshooting
- o   Desktop Support
- o   IT Inventory Management
- o   Software (upgrades, Installations, Troubleshooting, Diagnosis)

IT Relocation Technician II
Murphy McKay & Associates Inc. / Feb 2015 - Feb 2016

- o   Workshop Project at Apple Campus
- o   Disconnecting/reconnecting computer peripherals
- o   Help desk ticketing system post-move
- o   Network printer and phone troubleshooting
- o   Conference room setup and cable management
- o   Scanning server equipment bar codes
- o   Moving/lifting server equipment no greater than 75 lbs
- o   Server cabling