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## GABRIEL SWEE

OBJECTIVE	To provide the highest quality I.T. service with a focus on customer care and continuing education utilizing strong communication skills, problem-solving, and proactivity.
SKILLS & ABILITIES	<ul style="list-style-type: none"> <li>• Proficient in ServiceNow, Active Directory, Microsoft Exchange, Windows, Lync, System Center Configuration Manager (SCCM), Bitlocker, EasyLabel, Cisco WebEx Conferencing, Jabber, Microsoft Teams, Cisco AnyConnect VPN, Microsoft and Google Suite, Microsoft 365, Alchemy, Avigilon, Druva</li> <li>• Fundamentals in Cisco Call Manager, Cisco Unity, VMware Horizon, Orion, Dayforce, MacOS, Linux</li> <li>• Syncplicity Support Admin, Duo Admin, MobileIron Global Admin</li> <li>• SAP account creation, disable, and maintenance</li> </ul>
RELEVANT EXPERIENCE	<p><b>ANALYST, IT – INFRASTRUCTURE, ARYZTA</b>          June, 2020 - Present</p> <ul style="list-style-type: none"> <li>• Tier 2 support to the Van Nuys and downtown L.A. facilities</li> <li>• Incident and Request complete lifecycle management, especially task completion</li> <li>• Works directly with Security, Database, and Systems Administration to resolve issues and improve processes</li> <li>• Dynamic Response Teams</li> <li>• Improved asset management functionality through the ServiceNow platform. Asset management for 13 facilities across California and Chicago</li> <li>• Project managed the replacement and addition of 35 security cameras across the facility</li> </ul> <p><b>IT SPECIALIST, ARYZTA</b>          September, 2018 – June, 2020</p> <ul style="list-style-type: none"> <li>• Provided L1/L2 support to 20 offices and bakeries across North America</li> <li>• Led the MobileIron rollout across North America</li> <li>• Imaging and asset management of laptops and desktops across 15 locations</li> <li>• Assisted in server room set up and deconstruction of two corporate headquarters moves</li> <li>• Led several IT Client Service brown-bags</li> <li>• Primary purchaser for Chicago IT Client Services</li> <li>• Responsible for training new hires and creating Knowledge Base Articles</li> <li>• Installation and setup of all new audio and video equipment</li> </ul> <p><b>OFFICE MANAGER, ARYZTA</b>          November, 2017 - September, 2018</p> <ul style="list-style-type: none"> <li>• Managed facilities and was temporary Executive Assistant for four onsite Executives</li> <li>• Managed and negotiated vendor relationships for optimal cost/time effectiveness</li> <li>• Developed an international coordination of annual events management</li> <li>• Formatted new administrative budgetary guidelines to execute cost saving initiatives</li> </ul>

EDUCATION/ CERTIFICATION		<b>M.F.A. CLASSICAL ACTING - GEORGE WASHINGTON UNIVERSITY - WASHINGTON, DC - 2014</b> <b>B.A. PERFORMANCE STUDIES - ILLINOIS STATE UNIVERSITY - NORMAL, IL – 2009</b> <b>MICROSOFT 365: TEAMS ADMINISTRATOR ASSOCIATE CERTIFICATION</b> <b>MICROSOFT 365: FUNDAMENTALS CERTIFICATION</b> <b>LINUX ACADEMY CERTIFICATIONS</b> Cloud Migration Fundamentals, Encryption Fundamentals, Network Protocol Fundamentals, Compliance in the Cloud Fundamentals, Serverless Concepts, Google Cloud Concepts, Network Routing Fundamentals, CompTIA's Cloud Essentials, Linux Operating System Fundamentals, AWS Concepts <b>A SMARTER WAY TO LEARN HTML &amp; CSS, JAVASCRIPT CERTIFICATIONS</b>
FUN FACTS		<ul style="list-style-type: none"> <li>• Head of the Events Committee at ARYZTA, 2017 - present</li> <li>• 2nd Place office ping-pong champion, 2018 (I just can't beat Chinmay. It haunts me...)</li> <li>• Certified Personal Trainer with the National Academy of Sports Medicine</li> <li>• Previous Security Clearance - Secret</li> </ul>

REFERENCES		<b>UMANG KAPADIA</b> Manager, DevOps Amount Contact Info: (513) 505-4548 Umang.Kapadia@gmail.com	<b>SCOTT LANCTOT</b> Director, Procurement ARYZTA Contact Info: (847) 293-1749 Scott.Lanctot@gmail.com	<b>STEVE FLUNKER</b> DVP, Logistics ARYZTA Contact Info: (847) 644-2989 SFlunker@gmail.com
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