Tristen Paletta

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Skills

- Active Directory and Group Policy
- Ubiquiti WAPs
- Cisco ASA Firewalls
- HP Switches and Servers
- Google Administration
- Budget Management
- Inventory Management
- Copier and Printer Repair
- WAN-LAN-TCP/IP
- Understanding of the OSI Model
- Windows Server 2008-2016
- Windows 7, 8, 10
- Office 365 Management
- Autotask Management
- Multiple RDP Programs
- VMWare
- Typing 100+ WPM
- Acronis Backup and Imaging
- PC Imaging
- Bitlocker Encrypting
- Configuring Printers
- Port Forwarding
- Apple Mobile and Mac Devices
- Assembling and Disassembling PC's
- Microsoft Outlook
- Microsoft Office
- Microsoft Exchange
- Troubleshooting

Certifications

- CompTIA A+
- Cisco IT Essentials

Experience

Clark County School District | Computer Technician | Las Vegas, NV | June 2019 – Present

- Managed multiple schools IT infrastructure, including desktops, mobile devices, and software.
- Worked in an advisory role to provide recommendations for equipment or software purchased through the schools budget.
- Used Active Directory, Google Admin, and other programs to manage and support users.
- Managed school tech inventory for all devices, and also created and provided training's to staff on device usage and best security practices.

XIT Solutions | Customer IT Engineer | Las Vegas, NV | July 2018 – May 2019

- Provided managed services support in multiple areas including networking, security, as well as desktop support.
- Managed and set up customer networks with a mix of Cisco ASA devices, HP switches, servers, as well as Ubiquiti routers.
- Used Software such as Autotask, Anydesk, and Teamviewer, to track and remote in to provide desktop support to users.
- Worked with third party vendors to support different software unique to dental and medical offices.
- Managed customer domains through Active Directory and used Group Policy to push out updates and configurations.

Experience Continued

ApexSystems | Deployment Technician | Multiple Locations | December 2017 – June 2018

- Worked with a team of technicians to update and deploy military and government systems at multiple locations across the United States to Windows 10.
- Set up computers with IP's as well as configured IE options with proxy settings for users to open and use military websites.
- Worked with users to setup and troubleshoot problems on site after deployment.
- Troubleshooting included, showing users how to use certain features of Windows 10, setting up their outlook, as well as solving any technical issues such as driver or network and domain issues.

CDW Corporation | Configuration Technician | N. Las Vegas, NV | January 2017 – December 2017

- Worked in a team environment to configure customer products.
- Configured customer systems and printers with proxy and VPN settings.
- Other duties included, imaging through USB and network as well as VPN. Setting up customer names and domains. Encrypting Windows systems, as well as keeping track of device information.
- Used knowledge of company procedures to train new technicians.
- Adding and removing PC hardware while also configuring and installing software.

Maverick Helicopters | IT Intern | Las Vegas, NV | November – December 2016

- Worked with an IT Professional to set up and maintain business networks.
- Worked with Active Directory, Shortel Director, Microsoft Exchange, as well as Windows Server 2008 and 2012.
- Responsibilities included; repairing/maintaining company equipment such as PC's, monitors, servers, and network equipment.
- Created Cat5 cables for the companies network infrastructure.
- Configured Sonicwall routers for users in an office environment.
- Set up HP switches with VLANs and VPN's.

Education

ITWorks | Technical School | Las Vegas, NV | August – December 2016

- Trained in a technical and professional environment in order to receive proper certifications and training.
- Received training in the technical field as well as workplace professionalism.

Volunteer Work

Sycom Esports | Tech Support | Henderson, NV | March – September 2016

- Used personal hardware and software knowledge to assist players in technical problems they have.
- Problems included; live streaming services and software, computer construction, and peripheral/device issues.