David M. Garcia
Santa Ana, CA
Email: davidmygarcia@gmail.com
Phone: (714) 420-7216

PROFESSIONAL PROFILE:

Skilled IT professional with over 25 years of experience in the IT field, seeking gainful employment in a company that will allow me to utilize my skills and expand my knowledge and career.

QUALIFICATIONS/SKILLS:

Fluent in English and Tagalog	Active Directory	**Software**:
Punctual	Unix	Windows 2012 R2
Trustworthy	Universe	Windows 7; 10
Great team player	Server management	Microsoft Office 2013
Great multitasker	Remote work	Office 365
Always ready to take on new challenges/projects	Firewall (SonicWALL)	TAM 2016 MU2
	SDWAN (VeloCloud)	WINFSC Rater
Organized	MetTel Orchestrator	PL Rater
Ability to communicate with users when troubleshooting issues		ServiceNow
	Hardware:	AnyConnect
Network monitoring	Cabling (Cat5e, Cat6, etc.)	ICServer Manager
Configure/Diagnose/Troubleshoot Routers, Switches, Firewalls	Installing Domain Controller, workstations/phones, ISP Circuit, Terminal Server (2012)	Salesforce Keeping software up to date

EDUCATION

• Bachelor of Science Degree in Information Systems / Cybersecurity   GPA 3.61
• Associate of Science Degree in Network Systems Administration   GPA 3.85

PROFESSIONAL EXPERIENCE

Confie Seguros LLC
Senior Help Desk Analyst (Jan. – May 2020) at location: 7711 Center Ave. #200, Huntington Beach CA
Responsible for providing user support to resolve issues with computer programs, hardware, and peripherals. Analyzed, diagnosed and examined issues with IT software, equipment, developed and deployed solutions to keep computers working.

Network System Administrator (Oct. 2015 – Dec. 2019) at location: 400 N. Tustin Ave. #425, Santa Ana CA
- Managed successfully with smooth transition and integration into a new system when the company was acquired by Confie Seguros with completed tasked:
    - Mounted VeloCloud SD-WAN attached cables to CDS-9090 and Cradlepoint, attached IP Phone to CDS-9090 tested successful
    - Replaced and mounted Cisco Catalyst 2960-X Series – 24 Ports Switch tested successful
    - Worked and provided information of California Insurance Specialists' ISPs (Internet Service Provider), Local Telephone numbers, 800 numbers, Fax Numbers to Corporate Confie Seguros for the following locations: (Santa Ana CA – main office, Henderson NV, Bakersfield CA, Dallas TX) and this project is successful.
    - Worked and assisted the Management System (TAM Applied) migrated to Corporate Network Infrastructure
- Successful managed Project by creating master image and boot deployment of Windows 10 Professional including Applications activation on desktops used by users on daily basis for 3 different locations.
- Successfully managed WAN Link connectivity by setting up MetTel's VeloCloud SD-WAN for all locations.
- Managed SonicWALL's of following configuration: Internet Traffic, VPN, Content Filter, Global VPN Client

- Troubleshoot ISPs connectivity using tool automation MetTel's VeloCloud SD-WAN Orchestrator to analyze and performed root cause of connectivity Link issues on four locations: (Santa Ana CA – main office, Henderson NV, Bakersfield CA, Dallas TX).
- Installed Windows 2012 R2 Active Directory Domain Services on four locations: (Santa Ana CA – main office, Henderson NV, Bakersfield CA, Dallas TX).
- Managed User's, Groups, Computers, OU objects and Kerberos Permission delegation in Active Directory
- Managed and Supported Microsoft's Security Patching of Domain Controllers and Windows Servers
- Successfully installed, tested, and upgrading Windows 7 Prof to Windows 10 Prof without charge at that time by Microsoft to the following locations: (Santa Ana CA – main office, Henderson NV, Bakersfield CA, Dallas TX) which safe cost for the Company.
- Managed and supported deployment of third party pre-requisites newer version for Management System Servers application (TAM Applied and WINFSC Rater)
- Managed and supported day-to-day End Users' IT request by being proactive resolving the issues.
- Traveled to other sites for maintenance when necessary.
- Managed and maintained the company's network infrastructure and connectivity, Internet access, Email, management systems, and Software used for day-to-day work routine.
- Managed and maintained detailed inventory of all hardware and software related items.

California Insurance Specialists
Network Systems Administrator (Jan. 2005 – Sept. 2015)
Responsible for help desk support, setting up and upgrading workstations, updating servers and management systems, data and file backup/restoration, router configuration etc. Changed the entire cabling system for the local office. Helped with the smooth transition and integration into a new system when the company was acquired by Confie Seguros in 2015.

Programmer/Loan Solicitor Supervisor (Jan. 1989 – Dec. 2004)
Responsible for development of programs using Universe, SCO Unix, database extraction, setting up servers/ workstations, help desk support, file backup, website maintenance using Front Page etc.