Cesar J. Quezada

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Summary:

An aspiring IT professional with excellent research, time management and problem solving skills. Highly organized with the ability to manage multiple projects and consistently meet deadlines.

Education:

Pasadena City College

Associate of Science: Computer Information Systems

Pasadena CA

School Projects

1. **Project** #1: Creating a Virtual Exchange Mail Servers:

    ➢ Through the use of the Oracle Virtual box created an email server

    ➢ Used Microsoft Active Directory to set up the different servers and client machines

    ➢ Opened the Smtp, pop3, snmp ports in order for the email server to work

2. **Project #2: System Analysis Project:**

    ➢ With a group of two other people, went through the system analysis process by fixing issues on a hypothetical business

    ➢ Used SWOT analysis in order to determine the strengths and weaknesses of the current situation

    ➢ Created charts in order to show the solution to the problem

3. **Project #3: Creating a Small Virtual Network:**

    ➢ Used Oracle Virtual Box to simulate a small network

    ➢ Created network diagrams in order to visualize the network

    ➢ Sub netted the networks into 4 different networks

    ➢ Pinged one server onto another server in a different network for testing

Certifications:

- **CompTIA A+**
- **HIPPA Complaint**

Computer Skills:

Software

- Office 365 suite

- Operating Systems: Has Knowledge with the following Operating Systems: Windows 7, Windows Server 2016 , Windows Server 2012 R2, Macintosh OSX, Windows 10

- Virtual Machines: proficient in working with Oracle Virtual box, and beginning knowledge with VMware Workstation

System Administration

- Proficient with Microsoft Active Directory

- Knowledge with configuring DNS servers

- Knowledge of Microsoft's Command Prompt

- Knowledge of DHCP service

- Familiar with configuring Microsoft Exchange Servers

- Setting up and managing VMware ESXi servers

Networking

- Proficient with IPv4 and IPv6 addressing

- Has knowledge in Sophos XG firewalls

- Knowledge in TCP/IP Protocols

- Knowledge in Cisco Meraki Firewalls and Wireless AP's

- Knowledge in Unifi AP's

Email

- Create and manage emails via Rackspace, Office 365 , Gsuite
- Configure exchange and office 365 emails

Backup Management

- Datto BCDR
- Shadow Control

Professional Experience:

IT Remote Technician:

10/08/2018 to 02/16/2022

Resource Computer Solutions

- Troubleshoot support issues to MSP clients
- Create Daily Morning NOC Reports to report any backup or server issues
- Review backups and ensure their integrity using the Datto BCDR, and ShadowControl platforms
- Create, manage, and review tickets on the Autotask platform
- Go through Monthly server maintenances to check backups, AV, and server health
- Setup Sophos XG firewalls, and VMWare ESXi servers

IT Remote Technician

08/08/2018 to 07/31/2019

Tech Rockstars

- Using proprietary ticketing system, create support tickets
- Troubleshoot support issues to MSP and household clients
- Use Solarwinds N-Central to remotely manage workstations and servers
- Monitor and manage AV, Patches, and Backups
- Onboard new MSP clients
- Educate clients by providing the best advice in regards to their network infrastructure

Technical Administrator

06/11/2018 to 06/29/2018

Global IT

- Create Support tickets using Ubersmith
- Read through the Global IT Support box and analyze important IT issues
- Be the first line of defense of handling IT issues, and follow up with clients in regards to IT issues
- Create new Exchange email accounts

IT Technician

08/08/2017 to 12/29/2017

Technology Management Solutions

- Provide Technical Support to clients that needed assistance
- Using Connectwise manage my support tickets
- Using Labtech, and Screenconnect manage monitor and remote into clients workstations and servers
- Analyze and solve IT related issues
- Travel to client and provide onsite tech support
- Check backups, firewalls, servers to ensure they were online

PC Inventory Field Technician (Wall to Wall Inventory Project)

03/17 to 04/17

Zones

- Primary Responsibilities includes acquiring the inventory data for PCs, Monitors, and Laptops for SoCal Edison
- Input the inventory data into an Excel spreadsheet
- Occasionally help the IT department with different tasks (e.g. move computer hardware, reimaging laptops)