

Michael Quinones

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Summary

Energetic and eager to bring strong skills to a growing company in need of top level support. Excellent communication, organization, time management, prioritization, and relationship building skills.

Technical Skills

- Windows Server
- AD Users/Groups/Permissions
- Refresh/Reinstalling All Windows Platforms
- PC Assembly/Upgrade/Repair
- Microsoft Exchange/O365
- Networking/LAN Troubleshooting
- Printer Troubleshoot/Repair
- Proficient in Microsoft Office
- Mac Troubleshooting
- Troubleshooting iPhones & Androids
- Firewall Administration
- VOIP Administration
- Aerohive/Ruckus devices
- Ticketing Systems (Track IT/Connectwise)
- Proficient in Remote work
- VMWare
- DATTO/Acronis/NAS
- TrendMicro/Symantec/McAfee
- Reflexion

Work Experience

10/2017 to 3/2021

IT Field Service Technician

Streamline Networks West LA, CA

- Traveled from site to site to 30 different clients with light/heavy lifting
- Worked close with CEO and Executives with home/office support
- Provided break/fix, help desk support and assisted users with computers, phones, audio-visual equipment, network, and application related issues
- Installed, troubleshoot and maintain desktop computers, network, applications and peripheral equipment
- Administered and managed large physical and virtual Microsoft Windows environments, including file servers, print servers, web servers, Exchange servers, Office 365, and other servers
- Removing viruses/spy-ware
- Managed Active Directory users and groups
- Monthly maintenance on all clients networks
- Helped with Exchange migration to O365
- Worked on iMac/Macbook, iPad & iPhone devices
- Setup Polycom/8x8/Connect Me Voice/Ring Central/Skype phones
- Created step by step documents on troubleshooting and best practices
- Developed, maintained, and followed systems policies, procedures, documentations, and diagrams

- 10/2008 to 10/2017** **Show Producer/Stage Manager/Video Editor**
LMFAO/Redfoo LLC Hollywood, CA
- Managed building/overseeing shows around the world for the band
 - Served as lead for advancing all shows
 - Handled special effects, graphics, and lighting
 - Maintained Wifi and networks for the home and office
 - Shot and edited show and behind the scenes footage
 - Apart of the social media team for the band
 - Helped with choreography
 - Wardrobe organizer
- 12/2015 to 11/2016** **Social Media Manager**
Club DV8/OHM Nightclub Hollywood, CA
- Managed posts for the clubs Instagram/Twitter/Facebook/Snapchat
 - Created content for all posts
 - Created and edited videos for all posts
 - Handled the creative side of the club events
 - Brought the Clubs followers from 8K to 12K over the course of 3 months
- 09/2005 to 10/2008** **IT Support Specialist**
MullinTBG Century City, CA
- Supporting over 325 users for an industry leading insurance company with 10 offices, 2 data centers (CHI, FL, DAL, NY, CA)
 - Help the team migrate the network from Novell/GroupWise environment to Active Directory//Outlook
 - Completed 6,000 tickets annually
 - Provided hardware and software support (includes PCs and laptops)
 - Regularly travel to user locations to maintain users on site
 - Troubleshooting phone and network data lines
 - Given the power to maintain vendor relations and purchase equipment as needed to support users
 - Maintained annual renewal of application licenses
- 08/2004 to 09/2005** **IT Network Administrator**
Secure Funding Inc. West Covina, CA
- Travel to three offices troubleshooting network: printers, internet, and mapping servers to client computers
 - Removing viruses/spy-ware
 - Created and maintained Active Directory Users, and Groups,
 - Setting up and maintaining Outlook accounts
 - Support Calyx/Point software
 - Troubleshooting/upgrading ACT software
 - Built and maintained both company websites

Certifications

- 70-697 Configuring Windows Devices
- 70-698 Installing and Configuring Windows 10
- CompTIA Network+ Certified Professional
- CompTIA A+ Certified Professional
- MCSA
- MCP

Education

2003 - 2004	United Education Institute Ontario, CA Computer Systems Technology
2002 - 2003	Fullerton College Fullerton, CA Computer System Information
1998 - 2002	Los Altos High School Hacienda Heights, CA General Education

References

San Bernardino Community College	Rogler Robles IT Sensor Tech Cell: (951) 543-2867 Email: roblesroger@yahoo.com
Mullin TBG	Jennifer Mc Guire IT Manager Cell: (909) 556-1173 Email: jazzer_jen@hotmail.com
LMFAO/Redfoo LLC	Candice Valenton Group Manager Cell: (626) 696-0549 Email: candice.valenton@gmail.com
Club DV8/OHM Nightclub	Charlie Land Lead Manager Cell: (818) 441-2023 Email: misscharliepearl@gmail.com