Jonli Angelo Paulo Gaba

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Education: **Bachelor of Science in Computer Science**   Graduated: August 2016
California State University, Long Beach

Skills: Proficient in Operating Systems: Windows (XP, Vista, 7, 8, 10), Mac OS, Linux, & Ubuntu
Computer Languages: Java, C, C++, C#, SQL, PHP, PowerShell, Python, XML, HTML3, & CSS5
Knowledge in Software Development Life Cycle (e.g. Waterfall, Agile)
Advanced in PC operation, hardware and structure

Technical Proficiencies:

- Microsoft Windows Server 2008 R2, 2012, Exchange 2016, Microsoft HyperV
- Active Directory: web interface and windows app, SCCM
- VMWare mobile applications and admin console
- Microsoft CRM, MS SQL Server Management, Airwatch, Cisco Network Manager
- McAfee Web Gateway, Palo Alto Networks Firewall, WireShark
- TeamViewer remote access, Spiceworks ticketing system & remote access
- Netfortris / Fonality VoIP phone system
- Tyco Integration / Johnson Controls Security System
- Five9 and EvolveIP cloud contact softwares
- JAWS software for the visually impaired

Work Experience:

February 2018 – Present
Desktop Support Analyst/IT Consultant, Small Business Growth Alliance, Irvine, CA
- Provides all tiers of technical support to entire company locally and remotely.
- Manages all security groups and permission levels via active directory.
- Acts as a liaison between stakeholders and developers.
- Develops business tools and reports to accommodate growing business demands.
- Troubleshoots, maintains, installs, and operates software, hardware, & associated equipment.
- Maintains and monitors LAN, WAN and wireless network.
- Evaluates and test workflows and applications prior to release for any functionality or security issues.
- Creates and updates new and existing documents on usage of new and existing software and technology.
- Trains new users on how to use, manage and troubleshoot new software or new technology.
- Maintains and tracks all IT related equipment and logs of checked out devices.

November 2015 – February 2018
Recreational Aide, Long Beach Unified School District, Long Beach, CA
- Troubleshoot local network issues i.e. wireless printer connectivity.
- Assist in software & hardware installation as well as instructed on their usage.
- Educated team members on portal & computer functions.
- Supported the safety and supervision of students & communicate playground rules.

January 2015 – November 2015
Bookstore Associate, CSULB Bookstore, Long Beach, CA
- Assisted other students in locating necessary textbooks for their classes.
- Replenished stock on shelves and made sure books are in proper places.
- Temporary position during Spring, Summer and Fall semester for 2 weeks each.

March 2014 – June 2014
Student Professional Worker, Information Technology Agency, Los Angeles, CA
- Assisted in transition upgrade from Windows XP to Windows 7.
- Personalized & set up personal computers for city employees.
- Assisted users over the phone and in person with troubleshooting.
- Handled hundreds of brand-new Dell computers and delivered to their offices.
- Trusted with government employees' usernames and passwords.

January 2013 – May 2013
Intern, Orchid Box SEO & PPC Agency, London, England
- Gathered data from various sources and programs for research and analysis.
- Wrote articles for link building blogs.
- Managed multiple emails and social media accounts.
- Edit, managed, and enhanced websites' content.

September 2010 – December 2012
Level 3 Associate, In-N-Out Burgers Inc., Torrance, CA
- Handled front registers and balances at the end of each shift.
- Managed cleanliness of dining area and drink stations.
- Handled Drive-thru line and ordering system.

March 2007 – March 2008
Technician, Circuit City Inc., Torrance, CA
- Optimized, repaired, serviced and troubleshoot new or used computers.
- Consulted customer for ideal customer set up.
- Assisted customers via phone and in store.
- Handled customers' sensitive information during transactions.

References:

Eric Tran – Project Manager
Eric.Tran@sbga.com
(800)889-7242 ext 7808
Current Project Manager

Danny Ear – IT Supervisor
Danny.Ear@sbga.com
(800)889-7242 ext 7805
Current Supervisor

Cassandra Richards – School Principal
Crichards@lbschools.net
(323)309-0151
Previous Manager