

Corey Andrew Cairns

I.T. Support Technician, Managed Services

Contact Information

2600 W. La Habra Blvd.
La Habra, California
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Work Experience

Method Technologies. Cypress, CA **Support Technician**

April 2018 – September 2018

- Worked as part of a team for an IT managed service provider, supporting several small to medium sized businesses in the Orange County, Los Angeles, and San Diego areas, while also supporting several satellite offices around the United States.
- Provided tier 1 support including PC and MAC workstations, laptops, tablets, and mobile phones, both remotely and on-site.
- Responsible for server, router, switch, and modem support and maintenance.
- Proficient in several versions of Microsoft Office, various backup solutions, and common issues related to Windows and Apple OS environments.
- Maintained and supported domain controller servers, with experience in configuring and troubleshooting Active Directory, DNS, and DHCP services.
- Performed basic configuration of routers and configured policies for VPN access, port forwarding, and IP mapping.
- Provided support for LAN/WAN implementation, troubleshooting, and maintenance.
- Troubleshooted Microsoft Outlook, G-Suite, and Exchange related email issues.
- Experienced with Windows OS installation, configuration, and image management/deployment.
- Worked with NOC team to build experience with patching and automation.
- Maintained positive experiences with all clients, ensuring that excellent customer service was a priority.

Trader Joe's. Monrovia, CA **Service Desk Coordinator**

May 2016 – February 2018

- Provided level 1 and 2 support for all POS systems and network equipment within the organization.
- Worked with a high volume of calls that emphasized the need for multitasking and critical thinking, as immediate resolutions were highly stressed.
- Provided support for critical issues, such as service or network outages, as well as common issues in Windows environments.
- Troubleshooted all hardware and software related issues, as well as common issues related to networking.
- Tasked with testing and debugging of patches or any other changes before implementing to the user level.
- Troubleshooted issues related to Microsoft Outlook and on-premise exchange server related tickets.

Trader Joe's. Long Beach, CA
Crew Member

October 2006 – August 2012, September 2013 – May 2016, October 2018 – December 2019

- Developed soft skills in communication, customer service, and time management.
- Worked in a high volume store, interacting with hundreds of customers daily and providing excellent service.
- Managed several stock orders throughout several departments, with an emphasis on inventory and projected sales.
- Considered a veteran employee, tasked with training of new employees and performed managerial duties regularly.
- Provided in-house IT related support, including maintenance and basic troubleshooting of POS equipment and desktop clients for management.

Education

Woodrow Wilson High School, 2002 - 2005

Distinguished Scholars program, Honors and AP courses.

Long Beach City College. 2014 - 2017

Majoring in Computer Information Systems.

Fullerton Community College. 2018 – Current

Majoring in Computer Science

Certifications

A+ (ce) Certification

Cisco CCENT Routing and Switching

References

Phillip Morgan – Method Technologies

Technical Service Manager

(844) 463-8463, ext.

Brandon Ebbensgaard – Method Technologies

Service Department Manager

(844) 463-8463, ext.

Mel Miranda – Trader Joe's

Service Desk Senior Analyst

(415) 377-2028