Pete L. Arispe

4020 Arville St. #238 ◆ Las Vegas, NV 89103 ◆ (805) 319-3998 ◆ parispe@gmail.com

Objective

I am looking for a long term position to contribute to a high energy team that fosters learning. I'm looking for an atmosphere of skilled professionals working together to build each other up while keeping the office a place to help people grow and gain new skills

Profile

I have a strong ability to work under pressure with a positive attitude and am an excellent team player.
In addition, I am a motivated, punctual, and multi-tasking worker who has strong time management skill sets.

Key Skill Summary

- Experience using ticketing systems to create, assign, diagnose, and resolve client tickets while maintaining a clear record of repairs and resolutions, keeping in direct communication with the client during the process.

- Proven success working in high-volume technical call centers resolving issues remotely.

- Skilled at presenting complex technical and abstract concepts in a clear and concise way

- Utilization of MDM (Mobile Device Management) for remote maintenance of devices.

- Full Apple Certified Macintosh Technician, conducted AppleCare warrantied repairs.

- Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.

- Design and installation of servers, networks, firewalls, patch panels, and storage solutions.

- Strong cross-cultural communication and networking skills

- Experience as an AWS Server Administrator for dozens of servers and workstations.

- Maintaining a collection of "Runbooks" (knowledge databases of passwords, devices and project details)

- Skilled in establishing and maintaining positive partner relations and client satisfaction

- Hardware and software technical support and repair experience with:

  - Networks – Server stack and workstation installations, LAN/WAN

  - Skilled with multiple Operating Systems, Windows, OSX, Linux, Android, and iOS.

  - In-depth Data Recovery experience; corrupt blocks, failing drives, image mirroring.

  - VOIP Phone tree creation, phones, etc.

  - Advanced hardware repair and replacement, motherboard, video card, and CPU.

  - Creation of network addressable storage, RAID arrays, etc.

  - Knowledgeable with Microsoft Server and Active Directory Domains.

  - Extensive experience with RMM (Remote monitoring and maintenance) software and data storage.

  - Amazon AWS EC2 Linux cloud based Exchange Mail server install and maintenance.

Employment History

IT Manager, <u>Straight Aim Productions</u>, *Las Vegas, NV*   08/2018-06/2020

- Head of IT for film and marketing studios, maintain video archive servers AWS, WP-Engine, and G-Suite Admin.

- Oversee daily operations of filming and editing office, maintaining servers and film production equipment.

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IT Manager, <u>Lightspeed VT</u>, *Las Vegas, NV* 01/2018-08/2019

- Head of IT for 3 film studios, maintain SAN and Archive servers (LTO), AWS, WP-Engine and G-Suite Admin.
- Administration of an OS "Triangle", Windows Active directory, OSX Open directory, and Linux file servers.

Lead Remote Computer Tech, <u>Computer Repair Specialists of Nevada</u>, *Las Vegas, NV* 11/2016-01/2018

- Remote servicing of servers and workstations for maintenance and troubleshooting of systems and software.
- Network administration for 300+ servers and domains, Active Directory maintenance, and GPO creation.

Lead Remote Computer Tech Tier 2, <u>Online Computers LLC</u>, *Las Vegas, NV* 01/2016-10/2016

- Advanced utilization of RMM software for maintenance and troubleshooting of multitude of systems and software.
- Nationwide travel to oversee the installation of networks and built custom system for a variety of client needs.
- Use MDM software to install software on tablets for client field reps to maintain WAN databases while onsite.

Senior Apple Certified Macintosh Technician, <u>MacSuperstore</u>, *Santa Barbara, CA* 05/2015-01/2016

- Senior Tech at an Apple certified repair center conducted warrantied repair of Apple computers' hardware and software in a prescribed turnaround time.
- Oversaw the installation of computer networks and built custom computers for a variety of clients.

Executive Property Manager, <u>The Plaza Lofts of Isla Vista</u>, *Goleta, CA* 09/2012-11/2014

- Maintain the highest level of customer service for the most exclusive apartment building in the area.
- Consistently keep control of many differing duties while keeping a priority list of things needed to be addressed.
- Provide possible tenants with information, tours, applications, and ultimately sign new clients to the building.

Computer Technician, <u>Entrusted Services</u>, *Santa Barbara, CA* 03/2011-08/2014

- Obtained company bids and contracts while providing first-rate on-site computer repair and installation services.
- Perform a variety of administrative duties and utilize bidding appraisal and QuickBooks software programs.

Computer Technician, <u>Ingenious Computer Repair</u>, *Santa Barbara, CA* 12/2008-03/2010

- Managed operations, assigned field calls, and performed various computer repair tasks in a timely fashion.
- Worked independently in the field, on-site with clients overseeing and completing major projects.

Educational Director/Network Administrator, <u>United Boys & Girls Clubs of SB County</u> 04/2006-01/2007

- Established and maintained computer labs and networks, taught computer workshops to children and adults.

Wildland Firefighter 1, <u>California Dept. of Forestry & Fire Protection</u>, *Camarillo, CA* 02/2004-05/2006

- Constructed firelines and firebreaks to help with fire suppression and prevention assignments.

Computer Technician, <u>Santa Barbara City College - Computers In Our Futures</u>, *Santa Barbara* 01/1999-07/1999

- Repaired, refurbished, and installed new Operating Systems on donated computers for low income families.

Education _____

- **Santa Barbara City College,** Computer Science, *Santa Barbara, CA* 2005
- **San Marcos High School,** *Santa Barbara, CA* 2003