

Simon Chiu

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Objective

Efficient utilization of my technical and management abilities in support of LAN/WAN environment – A position of Network/System/Desktop Support Engineer

Skills Summary

Microsoft, Cisco, HP products, Networking Topologies, LAN/WAN Protocol, Active Directory, Office365, Sharepoint, DOS, Windows, MacOS, Novell NetWare, UNIX, Linux

SCCM, PCAnywhere, VNC, Teamviewer, NetXRay, HPOV, CWSI, Whatsup, Solarwinds, Norton, Mimecast, NEC soft- & IP- phone, FUZE, ZOOM, Skype

Cisco ASA, CheckPoint, Netscreen, Email (MS Exchange, Lotus Notes), Web+FTP Server

VMware, RedHat, Parallels, Acronis, Clonezilla, Paragon, Ghost, PartitionMagic, SAN, DAS, NAS

Professional Awards

CCNA	2001
MCP+I, MCSE	1999
Associate Member - The Hong Kong Institution of Engineers	1986

Work Experience

Jul 2001 – Dec 2019 **Bonhams & Butterfields Auctioneers Corp.** **San Francisco, CA**
Senior Systems Engineer

- Responsible for operational network infrastructure, core systems and enduser support
- Installed/upgraded, configured and maintained organizational servers for different services: AD Domain Controllers, DHCP, WINS, DNS, FTP, WEB, Printing, Proxy, Email, Backup, AntiVirus, Spam-filtering, Macintosh Access, Remote Administration, VPN Access, Network Maintenance and Bandwidth Monitoring
- Configured firewall, VPN, routers, switches, VLANs and load-balancer for LAN/WAN environment
- Set up wireless routers, access points, AXIS cameras & video/audio realtime live streaming for off-site events
- Installed/configured PC workstations, laptops, Macintosh and mobile devices, as well as OS upgrade, system migration and cloning
- Provided technical support to in-house endusers or traveling staff and overseas offices via remote access tools

May 2000 – Jun 2001 **eFORCE, Inc.** **Hayward, CA**
Senior System Administrator

- Responsible for operational network infrastructures and core systems

- Installed / upgraded, configured and maintained organizational servers for different services: Domain Controllers, DHCP, WINS, FTP, WEB, Printing, MS Exchange, Backup, AntiVirus Gateway, Remote Administration and Network Monitoring
- Configured router and switches for VLAN environment. Set up firewall and maintained policies in conjunction with Security Team
- Performed troubleshooting and provided resolution on s/w + O/S & h/w platform
- Helped fixing problem escalated from enduser-desktop-laptop support personnel
- Performed basic phone support on Nortel system – account setup, extension allocation, company-greetings control and call-routing designation

Sep 1997 – Apr 2000

Cambridge Technology Partners

San Mateo, CA

Information Technology Manager

- Implemented managing activities, such as purchasing, supervising and annual review in addition to full I.T. support function
- Managed I.T. resources, support strategy and budgets for 3 regional offices
- Supported the implementation of consistent and organized I.T. infrastructure
- Coached and managed I.T. support staff within the team
- Interfaced with headquarter and other regional offices for inter-office I.T. support partnership and I.T. events coordination

Sep 1996 – Sep 1997

Cambridge (Axiom) Mgmt Consulting

San Francisco, CA

System / Network Administrator

- Provided in-house support in all I.T. levels from infrastructure to enduser's applications and from setup, troubleshooting to problem solving
- Monitored and supported systems operation and network maintenance including Exchange email and web servers
- Performed hardware setup and software installation / configuration on routers, switches, servers, client workstations, printers, scanners and peripherals
- Practiced routine maintenance on user accounts, network access, file integrity, system backup and security
- Conducted network infrastructure built-out for new office and office expansion
- Carried out basic account maintenance on Lucent Definity Audix phone system

Jan 1996 – Aug 1996

3Com

Santa Clara, CA

Information Technology Analyst

- Provided technical support for projects and endusers on system and application setup in Finance and Accounting groups
- Performed hardware and software installation/configuration on application servers, CD server, client workstations and peripherals
- Developed procedures for applying customized software application across the WAN to the successful completion of a corporate-wide project "Wage Review"

1994 - 1995

Mervyn's

Hayward, CA

Project / System support Analyst

- Provided technical support to endusers on hardware settings and application customization in CAD operations
- Installed and configured servers, workstations, printers, plotters and peripherals

1988 - 1994

Mervyn's

Hayward, CA

Network Coordinator/Senior CAD Operator

- Developed system upgrade, installation and customization to enhance the system / application usage and productivity in CAD operations
- Coordinated / established network interface and conducted troubleshooting and maintenance on CAD computing system
- Created 3-D images, renderings, computer graphics and animations for design research and presentation
- Conducted store surveys for existing layout and architectural conditions
- Produced interior working drawings for new/remodel stores and distribution center

1982 - 1987

Electrical & Mechanical Services Dept., Government

Hong Kong

Technical Officer

- Implemented design process in Mechanical Engineering aspect for Government's public constructions and facilities
- Conducted site surveys and collected information for design consideration
- Analyzed engineering data and performed calculations
- Sketched /detailed mechanical engineering drawings
- Set up schedule for maintenance and operation sequence for Waste Disposal Plant
- Performed environmental investigation of air-pollution of incinerators
- Initiated CAD operation and BASIC programming for the Division
- Supervised / trained Technical Officer Trainees

Education

1984 - 1985

Hong Kong Polytechnic

Hong Kong

Advanced Level

- Mechanical Engineering

1981 - 1983

Hong Kong Polytechnic

Hong Kong

2-year Certificate

- Supervisory Management

1977 - 1981

Kwun Tong Technical Institute

Hong Kong

4-year college

- Mechanical Engineering