

# 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 2000/2003/2012 Server
- Refresh/Reinstalling All Windows Platforms
- Microsoft Exchange/O365
- Citrix/VPN/Sonicwall
- PC Anywhere/RDP/Team Viewer/Kaseya
- Track IT Ticket System
- Connectwise
- DHCP/DNS
- Networking/LAN Troubleshooting
- Printer Troubleshoot/Repair
- AD Users/Groups/Permissions
- PC Assembly/Upgrade/Repair
- Hardware/Software Installation
- Polycom/8x8/ConnectMe Voice/Ring Central
- Skype For Business
- Mac Troubleshooting
- Troubleshooting iPhones & Androids
- Microsoft Word, Excel, Outlook, PowerPoint
- VMWare
- DATTO/Acronis/NAS
- TrendMicro/Symantec/McAfee
- Reflexion
- Aerohive/Ruckus devices

## Work Experience

**10/2017 to Present**

### **IT Field Service Technician**

**Streamline Networks West LA, CA**

- 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
- Traveled from site to site to 30 different clients with light/heavy lifting

- 10/2008 to 10/2017**      **Show Producer/Stage Manager/Video Editor**  
**LMFAO/Redfoo LLC** Hollywood, CA
- Help built and oversaw entire shows all around the world for the band
  - Served as point 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	<b>United Education Institute</b> Ontario, CA Computer Systems Technology
2002 - 2003	<b>Fullerton College</b> Fullerton, CA Computer System Information
1998 - 2002	<b>Los Altos High School</b> Hacienda Heights, CA General Education

## References

Streamline Networks	Amy Chavez Office: (310) 998-8333 Email: <a href="mailto:achavez@streamlinenet.com">achavez@streamlinenet.com</a>
LMFAO/Redfoo LLC	Candice Valenton Cell: (626) 696-0549 Email: <a href="mailto:candice.valenton@gmail.com">candice.valenton@gmail.com</a>
Club DV8/OHM Nightclub	Charlie Land (Manager) Cell: (818) 441-2023 Email: <a href="mailto:misscharliepearl@gmail.com">misscharliepearl@gmail.com</a>
Mullin TBG	Jennifer Mc Guire Cell: (909) 556-1173 Email: <a href="mailto:jazzzer_jen@hotmail.com">jazzzer_jen@hotmail.com</a>