

### Professional Summary

- Windows servers, NT through Windows 2016 AD including onboarding/off boarding. As well as a Systems Admin for O365. Very experienced with Exchange.
  - Server support to include servers on prem, in AWS and 2 years supporting VMware.
  - 6 years of admin VOIP support. Mostly Cisco, but the last 2 years supported FreePBX and currently supporting Shortel.
  - Laptop OS support – All versions of Windows, Ubuntu, some Mac
  - Laptop Manufactures supported – Dell, HP, Lenovo to a lesser extent Mac
  - Back up admin for Atlassian/Jira to include adding and removing accounts.
  - 6 years of mobile support including Samsung, Apple, Motorola
  - Organized, take-charge professional with exceptional follow-through abilities and attention to detail.
  - Able to plan and oversee projects from conception to successful conclusions.
  - Outstanding communication skills; interfaces effectively with upper management, vendors, staff, peers and users.
- Strong technical background with a solid history of delivering outstanding customer service.  
Genuine commitment to quality and customer satisfaction

### Professional Experience:

All jobs from August 2016 forward were contracted positions through Teksystems in El Segundo, California.

#### SweetGreen

11/2021 – 1/2022

#### IT Operations

**Contract to hire:** We knew going in that I didn't have the Mac or the Google Workspace background but decided to give it a try. This turned out just not to be a good fit for either the customer or myself long term.

#### Primary Duties

- To diagnose and resolve software and hardware incidents, including operating systems (90%Mac and 10%Windows 10) across a range of software applications
- Swapping out laptops/desktops and deploying Mac/ Windows 10
- Re-imaging laptops for redistribution
- To assist all our users with any logged IT tickets
- To accurately record, update and document requests using the IT service desk system
- To resolve incidents and upgrade different types of software and hardware
- To resolve incidents with printers
- Provide Conference room support. Conference rooms use chromebox with Google Meets accounts with Logitech cameras and sound with WeChip wireless cursor.
- User accounts supported through Okta and Google Workspace
- Remote support of users via Logmein

#### Grammy Museum

6/2021 – 9/2021

**Desktop support – Contract position** – covering for a military serviceman that went on a training mission but was expected to return.

#### Primary Duties:

Supporting users in a mixed Windows and Mac environment both remotely and on prem. The current environment includes heavy Zoom usage for both local communication of which I'm an admin, (although most local communication is

done through teams), as well as national meetings to include up to 300 participants. The conference room hardware is made up of Mac minis and iPads.

Responsible for adding and removing users from AD as new hires and interns come and go. Familiar with Okta as we use that for a single sign on. Currently using the Solarwinds Service Desk as the ticketing system and inventory tracker.

Upgrading and imaging laptops.

**02/2021 – 6/2021** – Unemployed. Decided to sit out on the sidelines to see how Covid would shake out.

**Smartmatic VSAP** (Voting Solutions for All People)

**6/2018 – 1/2021**

Help Desk Manager/Systems/Network Administrator supporting the Voting Solutions for All People (VSAP) project. This was the new voting system Los Angeles County just used for the presidential election.

My role in the project has been multifaceted. Initially brought on to get a Help Desk up and running to support the development team in a Linux and Windows environment with our DC in AWS as we built an on Prem network to support the project. This consisted of handling purchasing of all equipment and systems related to laptops, servers, networks, software for both the office and DevOps. In addition, I handled the managing of the licensing and administration of the Vendor accounts. I supported the maintenance, troubleshooting and any special configurations that the DevOps team required on their desktops.

Our on Prem servers (approx. 112) run in Vmware ESXI 6.7 using 3 Dell PowerEdge R540's using a Pure Storage Flash Array. The server vm's are a mix of Windows 2016 standard and CentOS with an additional mix of Devops test workstations. Our switches are Dell 3148's (although I have more experience with Cisco). I'm using Veeam as our Backup software and a Cisco ASA for our VPN remote access. We have a Sophos internal Wireless network.

The phone system is a VOIP FreePbx using Polycom phones. (I have worked a lot in the past with the Cisco CUCM as well).

Most of the security side that I am responsible for, (we had a full security team), is through Sophos. I manage both the Sophos XG Firewall and Sophos Central that we use to filter our email and manage our devices antivirus software with Symantec VIP as our MFA.

Other Miscellaneous software that I am the administrator or backup admin for consist of Office 365, GoToMeeting and Confluence/Jira.

**Planned Parenthood -**

**12/2017 – 6/2018**

**IT Support**

**6 month contract to hire – Chose not to go permanent to work on the VSAP project**

**Main Duties and Responsibilities**

- To diagnose and resolve software and hardware incidents, including operating systems (Windows 7 and Windows 10) across a range of software applications
- Swapping out laptops/desktops and deploying Windows 10
- Re-imaging windows 10 onto machines from windows 7
- To assist all our users with any logged IT related incident when called upon
- To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary
- To accurately record, update and document requests using the IT service desk system
- To install and configure new IT equipment
- To resolve incidents and upgrade different types of software and hardware

**Franklin First Financial  
Mortgage Consultant**

**01/2017 – 12/2017**

Thought I wanted to make a career change from being an IT contract consultant to working in the mortgage industry. After a year, I was ready to go back to being an IT consultant. I much prefer the challenges of troubleshooting systems to troubleshooting customers financial credit, appraisers that seem to value things randomly and compensation in the post Dodd-Frank bill.

**TEKsystems- SAG-AFTRA, Los Angeles, CA  
VOIP Technical Support**

**08/2016 – 12/29/2016**

- 5-month contract providing telecom support for SAG-AFTRA.
- Providing on sight and remote technical support for Cisco UCCX and Unity 10.5. Setup, configure and troubleshoot VoIP phones as well as ip communicators.
- Administer users and voicemail.

**Frias Transportation Management, Las Vegas, NV  
System Administrator/Help Desk Supervisor**

**09/2011 to 07/2016**

Responsible for administering, optimizing and supporting internal LAN/WAN infrastructure consisting of 25+ Windows 2008R2 servers and more than 120 desktops consisting of both Win7 as well as Win10. Implement new hardware and software into the environment as a result of replacing aged inventory or software upgrades. Monitor and support internal network security, including adding/deleting users in Active Directory and assigning permissions as well as adding and maintaining user email accounts.

**Current Duties:**

- Onsite/remote management of servers and desktops
- Support clients in mixed environment with old and new equipment
- Remote client support via Phone, RDC, Dameware, Webex, VPN, Teamviewer
- Maintenance of business software applications
- Support client needs and be on call 24/7 for failures and management
- Schedule and perform hardware/software installations, upgrades and maintenance as necessary
- Maintain professional positive attitude with peers and clients

**Software**

- OS: Windows XP thru Windows 7 and Server 2003 to Server 2008 R2
- Core Network: AD/DNS/DHCP, Exchange 2007/2010
- Line-of-Business Applications: Accounting packages, Office 2003 to 2010
- Cisco Unity
- Cisco Unified Call Manager
- DDS (Digital Dispatch Services)
- IMS (Incident Management System)

**Hardware**

- Windows 2008R2 mix of metal and virtual servers, Mix of Win7/XP enterprise workstations
- Layer 2/3 switches (Cisco)
- MFP printers, laser printers (HP, Ricoh, Savin, Xerox)
- IP phone systems (Cisco)
- Mobile phone support for Blackberry (BES), Windows, Android and iPhone
- Cisco Aironet Access Points

**AppleOne Employment Services, Las Vegas, NV**  
**Test Technician**

**06/10/2010 – 05/20/2011**

- Responsible for the testing of returned wireless modems, USB modems and Voice over IP boxes.
- Key Competencies: verbal and written communication skills; problem analysis as well as problem solving; organizational skills, attention to detail and judgment.

**Clearwire Wireless, Las Vegas, NV**  
**Call Center/Help Desk Support**

**02/15/2010 - 04/15/2010**

- Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems as well as provide information.
- Answer calls and respond to emails; handle customer inquiries both telephonically and by email; research required information using available resources; manage and resolve customer complaints.
- Provide customers with product and service information; enter new customer information into system; update existing customer information.
- Process orders, forms and applications; identify and escalate priority issues; route calls to appropriate resource; follow up customer calls where necessary.
- Document all call information according to standard operating procedures; complete call logs.

**Link Technologies Consulting, Las Vegas, NV**  
**PC Technician, MGM City Center Deployment Team**

**10/26/2009 - 12/30/2009**

- Responsible for deploying pc's to the offices setting up and ensuring connectivity to the domain.
- Deployed MGM Resorts High Density Wireless Wi-Fi throughout City Center's guest rooms in the Aria, VDARA and Mandarin Hotel/Condos.
- In addition, performed QA of rooms to ensure IT readiness of rooms for guests. Once Aria opened, provided in room support of guests having difficulty with the system due to unfamiliarity or actual system problems.
- Guest room Hardware: Zigbee, Control4 and Enseo network.

**Titan Strategies/Linusys, Concord, CA**  
**Owner**

**1/10/2004 - 9/30/2008**

- Essentially the same as when employed by Xerox except worked directly with Xerox resellers and their customers.
- Performed scheduled installations, upgrades in hardware, firmware and software for the Document Centre product line.
- Assisted customer IT with any network or server related issues with the implementation of the Xerox product onto their network.

**Xerox, San Francisco, CA**  
**Xerox System Analyst**

**12/17/2001 - 12/31/2003**

Perform scheduled installations, upgrades in hardware, firmware and software for the Document Centre product line.

- Supported the sales team with trade shows and on sight sales presentations by setting up the necessary network to support the products being presented.
- Pre-sales technical support to potential customers.
- Performed user training when necessary.
- Assisted customer IT with any network or server related issues with the implementation of the Xerox product onto their network.
- Post sales network as well as product support

- Built and maintained the server used for the Xerox sales demonstration office in SF, Ca.
- Site Administrator of Xerox DocuShare

**Systron Donner Inertial, Concord, CA**  
**Network Administrator**

**09/03/1999 -12/15/2001**

- Migrate network from Novell 3 environment to Windows NT
- Upgrade 80+ desktops
- Migrate desktops from Windows for Workgroups to Win95
- Responsible for oversight of building being recalled
- Upgraded single backup tape system to a tape library with Backup Exec software.
- User support
- Support Beta Site testing of new manufacturing workflow software
- Migrate from Word Perfect to MS Office

**Certifications and Professional Training**

MCSE (Windows NT) and CNA (Novell 4)  
 ICND1 & ICND2, Configuring Windows 7 (70-680)  
 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010(70-662)

**Formal Completed Education**

H.S. Diploma: 1978 - Parker High School, Parker, Az.

**Military Veteran**

U.S. Navy 1979-1983

Job Description: Aviation Electrician, (Aircraft Intermediate Maintenance Department)

Security Clearance: Secret    Discharge: Honorable

**Technical Summary**

**Hardware:** Servers, Desktops, Laptops, Network Cards, Scanners, MFP's, Cisco Switches, Cisco Access Points, Cisco VOIP phones, Mobile Phones

**Systems:** Windows Server NT/2003/2008R2/2016, Windows 95/98/XP/Win7/Win10  
 Cisco CUCM, BES, Exchange 2007/2010,2016, Office365

**Network Mgmt:** Dameware, Labtech

**Software:** MS Office Suite 2003/2010/2013/2016 Office365, eFleet, Fasttrak, IMS (Incident Mgmt. System), DDS (Digital Dispatch), Remote Desktop services, Print Services, Cabmanager, Quickbooks, Livery Coach Systems