

EDUCATION

AS Degree–Information Technology Spec: Network Specialist  
Cañada College, Redwood City, CA

TECHNICAL  
SKILLS

- Troubleshooting, repair, assembly, and initialization of PC-based computer systems
- Configuring Unix and Windows Servers in a networked environment
- Configuring and maintaining Microsoft active directory and windows server systems
- Familiar with most basic system administration tools and tasks
- Fundamental understanding of TCP/IP Internetworking, routing, and virtualization
- Working knowledge of most Unix commands and utilities

CERTIFICATIONS

CompTIA A+, Network+

EXPERIENCE

**Network/Software Integration Specialist, ARC, Alameda, CA, 06/2014–06/2020:**

- Provided network and software support of small and large format printers(MFD's & Plotters) print servers, Abacus printing management software, and management of printer fleet
- Maintained print servers, device drivers and configuration of network protocols
- Trained "key users" on proper operation of equipment after installation of new device or software, monitored and updated service call ticket system

**On-Site Support Specialist, Ricoh USA, South San Francisco, CA, 2012–2014:**

- Support the daily operations throughout the Ricoh Management Services locations including any or all of the following: IT/help desk support, support of network and workstation printers, management of printer fleet and on-site hardware & consumables inventory

**Systems Administrator/Web developer, Ziyah, Hayward CA, 2009–2011:**

- Maintained e commerce websites running on web servers
- Deployed and supported Windows Server and Desktop environments for the local area network, maintained Active Directory, DNS, DHCP, and Exchange servers
- Provided network support

**Estimator, Easy Color Printing, Fremont, CA, 2008–2009:**

- Prepared commercial offset printing estimates and analyzed production costs
- Maintained estimates and cost information
- Ordered paper and pressroom supplies for daily production
- Created and maintained FSC Certification records

**Production Manager, ChaseVP, Morgan Hill, CA, 2006–2007:**

- Managed all aspects of commercial printing production