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OBJECTIVE:

TO TAKE ON A NEW OPPORTUNITY AND GROW WITH A REPUTABLE, FAST PACED, AND GROWING ORGANIZATION

QUALIFICATIONS:

- **12 years: IT Admin/Support**
- **12 years: Active Directory admin**
- **7 years: System Admin, Windows Servers, Networking support and troubleshooting**
- **5 years: VMware server admin (ESXi and Vsphere)**
- **Windows OS Support (Win 10 and earlier versions)**
- **MAC Support (OSX Mojave 10.14 and earlier versions)**
- **Kace and Spiceworks Ticketing systems used daily**
- Supported and assisted all levels of staff, including executives, managers, and all other office staff
- Clear and effective communication skills to be able to translate technical language to non-technical staff
- Great troubleshooting skills for analyzing problems, finding the root cause, and providing effective solutions
- Efficiently managed tickets, projects, and urgent issues
- Multitasking and prioritizing all tickets
- Responsibilities varied daily
- Microsoft MCSE: Server 2016
- CompTia A+

EXPERIENCE:

Alfred Music Publishing   Van Nuys, CA

System Admin/Help Desk   Dec 2013 to Oct 2020

7 years of administrator experience working with Windows servers, VM servers, and networking devices. Supported and maintained servers, AD domain, and routers or switches. Help desk support provided for users in the local corporate office and remote offices. This involved resolving tickets, answering calls, and helping users in person.

- **Windows server administration server 2016 to 2008 R2**
- **VMware 6 ESXi and V-Sphere server management**
- **Active Directory user account creation and domain administration**
- **Group Policy creation and management**
- **Help Desk Support for 150 users**
- **Remote support for all offices nationwide**
- **Dell Kace ticketing system monitored daily**
- **Windows 10 and Windows 7 upgrades and issue resolution**
- **Resolved level 1 and level 2 escalated tickets**
- **Office 365 email setup and Outlook 2016 support**
- **Mitel VOIP phone setup and configuration**
- **Trend Micro antivirus implementation and management**
- **Setup Windows and Mac desktops and laptops**
- **Acronis software used for imaging computers**
- **Symantec backup exec monitoring and troubleshooting**
- **Network print server and installation of printers on each client PC**
- **Improved speed of Mac computers and provided maintenance**

Platinum Group of Companies   Chatsworth, CA

Help Desk   Dec 2008 to Nov 2013

5 years of experience on a help desk support team of 5 technicians. Provided daily IT support for 250 users by phone, email, and in person. Logging all issues that were resolved in the Spiceworks ticketing system.

- **Help desk local and remote support for 250 users**
- **Spiceworks ticketing system**
- **Active directory administration (2003 to 2007)**
- **Exchange mailbox creation (2003 to 2007)**
- **Microsoft Office installation (2003 to 2007)**
- **Outlook setup and troubleshooting**
- **Proprietary software installations**
- **McAffee antivirus migration to Symantec antivirus**
- **Symantec Ghost software used for imaging computers**
- **Dell desktop and laptop setup for new employees**

EDUCATION:

B.S. in Information Systems

California State University of Northridge

- **Graduated Spring of 2009**