Sang Pil Park

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OBJECTIVE

IT Support Technician with 2 years of IT experience supporting small-to-medium sized client companies in endpoint installation, configuration, maintenance and upgrades, Network devices set-up and maintenance, VOIP set-up and maintenance, and Windows Server administration under AD DS. Looking to leverage my knowledge and experience into a position specialized in IT support and/or Endpoint and Network support.

Professional EXPERIENCE

Sunland Consulting, Inc.   **Los Angeles, CA**
IT Technical Support   *May 2018 – Mar 2020*
  • Install and Configure New PC and New Server Computer OS
  • Manage MS Exchange Online email users, rule set-up, license renewal for clients
  • Assist Active Directory Domain User and Group management in Windows Server 2008 R2,2012 R2, 2016, 2019
  • Research and Review Software, Computer and its Components, Security Devices, Networking Devices for Purchase Opportunity
  • Research, Troubleshoot, and Help clients' IT Inquiries (ERP program and other Software and Hardware) on a Timely Manner by in-person, phone, email and remote desktop
  • Check, Maintain and Update Customers' PCs' OS, Servers' OS, and their hardware firmware onsite and remotely on Weekly Basis
  • Assisted Backup program check and job Management – Actively Supported : Veritas Backup Exec, Iperius Backup, Idrive Backup, Assisted : MS SQL Backup and Oracle Instance Backup
  • Maintain and Troubleshoot Customer's Network Issues (DHCP, DNS, AD DS, Physical Layer Support)

IDS, Inc. Client Site - LG Electronics   **Santa Clara, CA**
Temporary IT Helpdesk   *March 2018*
  • Install, configuration, document and deploy Windows PC, Mac PC, and Linux PC for new hire
  • Assist In-house IT team with JIRA Ticket inquiry and Development team software search
  • Daily visual Inspection on servers, network devices, and UPS Power backup system in Data Center
  • Domain user, JIRA User, and VPN user account creation and termination
  • Support Microsoft Office, VPN, and other IT issues

EDUCATION

Foothill College   **Los Altos Hills, CA**
  • Associate of Science in Computer Science   *December 2017*

University of California at Davis   **Davis, CA**
  • Bachelor of Science in Biochemistry and Molecular Biology   *June 2013*

SKILLS

  • Support Experience in Microsoft Office, Office 365, Exchange Online (Word, Excel, PPT, Outlook, OneNote)
  • Programming Knowledge in Python, C++ and JAVA
  • School Lab Experience in Cisco Routing and Switching – CCNA
  • Knowledge in Installing and Configuring Desktop Application – Antivirus, Backup, and ERP software
  • Support Experience in Windows PC (Windows 7 and 10, Windows Server 2008 R2 to 2019) and MAC PC

- Bilingual in Korean and English
- WatchGuard Firewall installation and Configuration
- JIRA Ticketing Support System Experience
- Work Experience in freePBX server set-up and VOIP endpoint set-up
- Work Experience in PC Upgrade (Windows 8 &10, SSD, RAM, HDD)
- 2 Years of experience in Customer Service position for Logistics and Customs Brokerage Company

CERTIFICATIONS

- CCENT – Cisco Certified Entry Networking Technician   *May 2018*