

# Jason Semerau

**Director of IT / System Administrator / Helpdesk Manger**

Las Vegas, NV 89147

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My goal is to obtain employment in a Lead or Internal Team role to further my career where my abilities, skills and talent can be fully applied to achieve top results. I feel my extensive experience places me ahead of most candidates. Half of my past 20 years have been working in a Senior Management/Executive support roles for major Corporations. Being very "Hands-on" has helped create cohesive IT teams for me in the past. I also host a local talk show further exercising my communication skills.

\*Authorized to work in the US for any employer

\*Prior Security Clearance

## Work Experience:

### Director of IT

Coldwell Banker – West Coast

2019 to 2020

- Configured Exchange server and user accounts
- Implemented IT Dept. Inventory control of PC's/Parts/Software
- Provided Support for Senior Level Management
- Maintained 500+ Field Agents
- Configured outside sales reps laptops: IBM ThinkPad/Dell Latitude/Toshiba Satellite
- Established policies and procedures
- Phone system Management 3cx
- IT Managed Solutions for remote staff
- Daily managed network backups and switches (3560, etc.) – CAN
- Logistic coordination
- Configured 2000, 2012 Exchange server and user accounts via AD & Azure
- Implemented IT Dept. Inventory control of PC's/Parts/Software

### System Administrator

MMA Specialties - Las Vegas, NV

2015 to 2019

- Developed Marketing Strategies and implemented marketing goals
- Set up and configured all new hires and sales reps.
- Managed all IT Expansion Projects
- Maintained 300+users on ACD call center software
- Configured outside sales reps laptops: IBM ThinkPad/Dell Latitude/Toshiba Satellite
- Developed Bar code scanning of loan files for control of appraisal flow
- Daily managed network using Windows Servers
- Configured Exchange server and user accounts
- Office 365 Management
- Implemented IT Dept. Inventory control of PC's/Parts/Software
- Provided Support for Senior Level Management
- Extensive Networking Application Knowledge: CSRM-FIM-CNA-Fuze
- Implemented Crystal Reports for internal tracking and progress reporting
- Installed OS and configured workstations- laptops/desktop/servers
- Helpdesk support management- Drivers, hardware R&R, backups

### Operations Administrator

Genesis Renewable Energy - Laguna Beach, CA

2010 to 2015

- Managed a Team who maintained 100% functionality of network environment for over 150 users
- Team installed OS and configured workstations- Laptops/desktop/servers
- Fully Versed in all Windows OS & proficient with Apple OSX

- Beta tested Windows and implemented them to Developers
- Team Managed Cisco Network Routers & T-1 telecom network
- Helpdesk team support management- Drivers, hardware R&R, backups
- Maintained functionality of all Printers
- Daily managed network using Windows Servers, CSRM, Office 365 Admin
- Configured Exchange server and user accounts AD-Azure
- Implemented IT Dept. Inventory control of PC's/Parts/Software
- Provided Support for Senior Level Management
- Implemented Crystal Reports for internal ticket tracking and progress reporting
- Ability to establish long term report with diverse suppliers and support
- Manage and maintain Helpdesk staff nationwide and abroad
- Heavy External Team Management- consistently over 500 reps.
- Configured remote users using/PC anywhere/logmein.com/windows remote desktop utility
- Establish and maintained network for Networked security systems

## **Network Administrator**

MedAvant - Santa Ana, CA

2003 to 2010

- Advanced DNS knowledge including Active Directory integrated DNS and BIND management
- Coordinated the deployment and installation of over 100 Windows clients in a workgroup environment, performed the migration to a single Windows domain network with 2 Domain
- Provided break fix support for all hardware and software issues via in-person, phone, or remote control administration tools.
- Evaluated and created the assembly processes for New Hardware distribution nationwide
- Installed and configured settings of multiple Cisco switches(3560) in various centers & various configurations.
- Designing and deploying new server/client hardware and software enhancements.
- Physical server management including Dell and HP hardware management Active Directory and Azure.

## **Education**

### **Computer learning Center**

**MCSE / A+**

Irvine, CA

1996

## **Skills**

- Information Technology
- Desktop Support
- Help Desk
- Network Administration

## **Assessments**

### **Mechanical Skills: Aptitude — Proficient**

1990-2019

## **Publications**

### **Trackside Experience**

<http://TracksideExp.com>

March 2010-Ongoing

Company and Talk Show, Established 2010