

# Mark Anthony Garcia

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Seeking a professional Information Systems position within a thriving company, I have over nine years of professional experience working in different variants of Information Systems, I Adhere to strict research-based implementation decision-making techniques when creating and modifying mission-critical features, minimizing testing before deployment and maximizing uptime after.

## Professional Experience

### Highline Medical Center, Burien, WA 2017 – 2020

#### *Desktop Administrator*

Desktop Administration of 128 Bed Facility, 24/7 Emergency room and clinics surrounding the Seattle, WA area this included Hardware, Software, Mobile, Network, and server support.

- Implementation of enterprise domain to Highline standards
- Testing, troubleshooting, training and deployment of Windows 10 upgrade
- Support for Office 2010, 2016 and Office365
- Troubleshooting, installing and configuration of applications network and hardware for Hospital staff
- working closely with CHI internal Network, Voice and Server teams to resolve critical issues
- Desktop and Laptop Asset control and purchasing
- utilizing SCCM for software and image deployments
- working with staff on workflow processes to better understand and support environment
- Working with ServiceNOW to resolve tickets based on SLA's

### Zodiac Northwest Aerospace Technologies – Everett, WA 2015 – 2017

#### *Service Desk Analyst*

Work with Zodiac end users on Software, Network, and Server issues. Take part of Tier 2 Service Desk Support for all of Zodiac facilities in the Americas including Canada, Mexico, Brazil, North America and France. Provide the highest level of customer support with first call resolution.

- Implement path for domain migration and network standardization.
- Onsite\Remote I.T Support for all of USA facilities
- Implementing ITIL processes within local IT environment
- Management and asset control of IOS Mobile Devices
- Management of local active directory
- Performing Hardware, Software and Network maintenance on production systems
- Implementing new business processes, and providing on-hands training and support
- Desktop\Laptop Imaging and software deployment using SCCM and Dell KACE utilities
- Utilizing ServiceDesk Plus to resolve tickets based on SLA

### KTVZ News Channel 21, Bend, OR 2011 – 2015

#### *Information Technology Broadcast Engineer*

Administration, implementation, design and research of network backbone, end user computer systems, servers, digital video workflows, newsroom editing systems, transmitter control, access control and day to day Information Technology functionality.

- Implementation of Virtual servers
- Management of Apple Hardware and Software
- Management of Active Directory and Group Policies
- Design and implementation of backbone network infrastructure
- Migration from Sundance Automation to Harris Broadcast Automation
- Research, design and implementation of digital video workflow processes
- Training and supporting Sales, Master Control, Creative Services, Administration, News and Engineering on newly implemented business processes
- Transmitter maintenance, troubleshooting and deployment for KTVZ Broadcast Transmitter locations based across central Oregon
- Utilizing Cherwell to resolve tickets based on SLA's

**ConAgra Foods, Weston, OR 2005 – 2011***Network Administrator*

Management of LAN, Servers, PC's, Phone system, Security system, access control system and plant automation system using Rockwell Automation. Facility hours consisted of 24/7 operations and fully staffed at all times. I was solely responsible for local Information Systems budget, working closely with the Engineering department on future budgeting for upgrades and hardware replacement. Responsibility also included end user support, and training for Plant Operations personnel and Administration Office personnel using an external helpdesk ticketing system.

- Design and implementation of local Active Directory, Network Infrastructure and Server systems
- Responsible for Technical support 24/7
- Design and implementation of Automation VLAN
- Design and implementation of Access Control and Video surveillance system
- Help Desk Administration and Management
- SQL Management
- Management of backup and recovery solutions

**Sears, Walla Walla, WA 2008 – 2011***Part-Time Warehouse Associate*

Working closely with Store Supervisor and Warehouse manager on backstock items, inventory control, staging and loading/unloading customer items from vehicles.

- Loading/Unloading customer merchandise for inventory and staging areas
- using Radio Scanner to pick inventory items for customers and track inventory items for stock
- unloading weekly trucks using handcarts, lifts, pallet jacks and conveyer rollers
- processing RMA's for Tools, Garden Equipment and Electronics
- inventory of items within warehouse

**Shopko Walla Walla, WA 2004 – 2008***Electronics\General Merchandise Associate*

Worked closely with Sales Floor Manager as well as Electronics Department Supervisor to greatly exceed standards for customers shopping experience.

- Providing customers with answers related to electronic purchases
- providing customers with a quick and efficient check-out experience
- maintaining brand standards throughout salesfloor and electronic department
- Credit, Debit, and cash handling experience
- stocking, facing and staging salesfloor and electronics department

**Technical Skills**

MS Office Suite, Adobe Suite, VMware, Rockwell Automation, Zenoss, ServiceNow, Service Desk Plus, Google Documents, Windows XP/Vista/7/8/10, Linux, Apple OS, Windows Server OS, DHCP, WSUS, Windows System Management, LAN, WAN, Checkpoint VPN, Juniper VPN, System Imaging using Ghost/Kace/CloneZilla, Symantec backup and recovery, Protools, AutoCAD Suite, Point of Sale Systems operation, troubleshooting and installation

**Education\Certifications****Walla Walla High School, Walla Walla, WA**

High School Diploma 2005

**Central Oregon Community College Bend, Oregon**

Associates of Applied Science - 2013

**Certified ITAR (*International Traffic in Arms Regulations*) Professional – 2015**

**Dell TechDirect Certified – 2015**

**Google IT Support Professional - 2020**