

Hue Lay

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EXPERIENCE

Help Desk Manager: OfficeIQ | April 2017 – Dec 2018 | San Francisco/Los Angeles, CA

Remotely managed daily technical operations for a team of 10+ technicians/engineers in the Bay Area for all clients of OfficeIQ. Interfaced with clients to appropriate proper talent for tickets, issues, or projects. Recruited new technical talent and onboarded engineers to our proprietary platform. Handled tier 1 and tier 2 level tickets that could be taken care of remotely.

Key technologies: Office 365, Google Apps, Ubiquiti/Unifi, Slack, Close.io CRM, Windows, Windows Server, Active Directory, OSX, Apple iOS, Android, GoToAssist, Anydesk, Meraki, Sophos, Ring Security, Comcast VoiceEdge VoIP systems, iDrive, and Crashplan

Co-founder, Operations: Beard Head | 2008 – Present | Los Angeles, CA

Daily duties included: wholesale account management (300+ accounts), ecommerce sales (multiple platforms), sales, tradeshow, marketing, customer service, social media, business development, bookkeeping, inventory management, logistics, and general operations.

Co-founder, Operations: Vahst Recruiters | 2015 – 2016 | Los Angeles, CA

Daily duties included: business development, light graphic design, website design and updates, account management, contracts and proposals, sourcing and placing candidates, and bookkeeping.

Presales Engineer: Invisible IT (now Milestone Technologies) | 2008 – 2009 | Mountain View, CA

Provided presales support for customers interested in deploying new IT systems, applications, and licensing. Designed Cisco solutions using NetformX DesignExpert for RFPs/RFQs. Various specialties included Cisco switching and routing, video conferencing solutions (Cisco, LifeSize, Polycom), IronPort, HP, Dell, Lenovo, IBM, Cisco Unified Communications, and Microsoft.

VoIP Support Engineer: Invisible IT (now Milestone Technologies) | 2008 – 2008 | Mountain View, CA

Assisted in deploying, administering, and providing training for Cisco CallManager/CallManager Express, Unity/Unity Express/Unity Connection, IPCC Express, and MeetingPlace Express.

Help Desk/Desktop Support: Invisible IT (now Milestone Technologies) | 2006 – 2009 | Mountain View, CA

Part of team that provided helpdesk call center support and rotated to provide desktop support every two weeks.

Key technologies: Microsoft Server, Microsoft Exchange, Active Directory, Cisco UC suite (CallManager, Unity, IPCC, MeetingPlace), Blackberry Enterprise, Nagios alerts, Cisco/Microsoft VPN, DameWare, GoToMyPC, RDP, VNC, Norton Ghost, Acronis, RIS, NetBackup, BackupExec, Citrix, Wyse thin clients, asset management, general network administration, and troubleshooting.

EDUCATION

BS in Management Information Systems: San Jose State University (San Jose, CA)

CERTIFICATIONS

ITIL Foundation v4 in IT Service Management

Cisco Sales Expert (646-206)

CompTIA Network+ (course in progress) and CompTIA Security+ (course enrolled)

REFERENCES

Available upon request