

Jack D. Tacang

LinkedIn Profile <https://lnkd.in/bhjNYBU>

52 Marshall Way • Vallejo, CA • 707.704.2444 • jack.tacang@outlook.com

Summary of Qualifications

- Solid professional in Storage / Systems Administration; utilize technical skills and problem-solving abilities to assess infrastructure and end-user needs, develop solutions and track progress.
- Experience in network administrative support, documentation management and resolution of complex issues; experienced in client services / server / back-end support in an enterprise and start-up environments.
- Strong communicator exhibited by skill in working closely with customers to identify and resolve problems; ability to express technical concept to non-technical audiences, demonstrates professionalism, attention to detail and collaborative nature.
- Experience working in Health Care, Hospitality, Real Estate, Education, Corporations, Start-Ups, Small businesses, Outside Consultation and Data Center environments. Supported by Diploma in Computerized Business Systems & Network Administration and 15+ continuous years in working experience.

Area of Experience and Technical Skills

- | | | | |
|--------------------------|-----------------------|--------------------|----------------------|
| ▪ Windows Sever 12/16/19 | ▪ Dell M1000e | ▪ EPIC Systems | ▪ PDQ Deployment |
| ▪ VMware ESXi 5.1/5.5/6 | ▪ HP DL Server | ▪ ServiceNow | ▪ Windows 10 Support |
| ▪ NETApp On-tap 7/8 | ▪ McAfee EPO | ▪ BigFix | ▪ PhishER |
| ▪ EMC VMAX | ▪ Group Policy | ▪ Commvault | ▪ Lansweeper |
| ▪ Nutanix | ▪ Active Directory | ▪ EMC Avamar | ▪ |
| ▪ System Implementation | ▪ Proofpoint Security | ▪ Veem Bkup/Restr | |
| ▪ SQL Administration | ▪ NotifyLink MDM | ▪ DUO Security | |
| ▪ Cisco UCS | ▪ Citrix XenApp | ▪ Office 365 Admin | |

Professional Work History

BTM Resources – PBF Energy

June 2020 – Current

System Administrator

- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Maintain operational, configuration, or other procedures.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Provide User Support, Desktop / Deskside Support, and local Network / Server Support.
- Troubleshooting and resolving LAN/WAN performance, connectivity and related network problems
- Participate in hardware and software reviews and recommend purchases.
- Coordinate and track the distribution of mobile phones, laptops, and various equipment assigned to employees, internal and external.
- Work closely with IT Department Executive following instructions and pre-established guidelines of the IT Department.
- Create, change, and delete user accounts per request.

TransCore

Dec. 2019 – April 2020

Field Installation Technician.

- Installation, preventive and corrective maintenance of toll collection equipment to include computers, video surveillance equipment, RFID, and network communications equipment.
- Completes reports, logs and performs shift-to-shift communications in accordance with established policies, procedures and local practices.
- Diagnoses and repairs hardware, software, and system issues.
- Reports technical status of system with accuracy and completeness.
- Module or PC Board swap out.
- Field test of units or components.

UCSF Benioff Childrens Hospital Oakland

June 2012 – July 2019

Storage / Server Analyst

- Maintains the organization's infrastructure, to include the connectivity, backbone, and data integrity. Accomplished through the on-going monitoring and maintenance of the infrastructure and server environments. Works with user departments to determine connectivity needs, recommends viable alternatives and provides systems design recommendations. Server design and builds for hospital core network and departmental needs. Monitor and provision storage needs. Assumes project leadership responsibility during the selection and implementation of hardware and software applications and/or updates.
- Responsible for all Data Center server / storage related hardware. Assess and manage power and connectivity needs. Documenting elevations and disposal of retired and responsible for rack and stack of new servers and appliances.
- Coordinated, implemented and set up integration for all Windows-based Epic applications and services, including a small amount of build and configuration. Participated with environment activities, including refreshes, downtimes, upgrades and patches.

Environment: VMWare Administration, EMC & NetApp Storage Administration, Server and Storage Design and Implementation, Windows Server Administration, EPIC Systems, OpenText RightFax, DUO security, PowerShell Scripting, McAfee EPO Administration, Mobile MDM administration, Citrix XenApp Delivery, Nagios XI Administration, ServiceNow, Proofpoint email firewall administration, Groupwise, Sharepoint, HP DL Proliant servers, Dell M1000e and Cisco UCS hardware.

Chevron Richmond Refinery

July 2011 – June 2012

IT Support Tech

- Provide helpdesk and technical assistance for the local team and consultants
- Create and maintain end-user accounts, distribution lists, and mailbox permissions
- Provide basic training to users for MS Office, Windows 7, MAC and iPhones, and phone systems
- New user set up and training
- Responsible for maintaining asset records and purchase orders for all HW, SW and services
- Recommend HW, SW and services for cost reduction and streamline processes
- Responsible for security policies and procedure

Environment: PC Builds / Deployments, vSPHERE, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP/Vista, iPhones / Blackberry, MS Office 2K3 / 2K7, PC Imaging, Hosted Exchange

C Two Hotels

Jan 2009 – June 2011

IT Manager

- Provide Server, Network, PC administration and support for 6 separate hotel networks
- Maintain the availability of the WAN and LAN resources for all hotels
- Defining software, hardware and network requirements
- Analyzing IT requirements within companies and giving independent and objective advice on the use of IT
 - Developing solutions and implementing new systems.
- Image and prepare pc and laptops for distribution to the end-users.
- Project managing the design and implementation of preferred solutions
- Designing, testing, installing and monitoring all aspects of clients network infrastructure
- Preparing documentation and presenting progress reports to customers
- Organizing training for users and other consultants

Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP/Vista, iPhones / Blackberry, MS Office 2K3 / 2K7, PC Imaging, Hosted Exchange 2003/2007, Symantec Enpoint &, Backup, Active Directory, Windows Server SBS/2003, PBX, Call Accounting, PMS systems, Wireless, Audio & Video systems, VoIP systems

Occidental Technical Group

Dec 2007 – Jan 2009

IT Field Consultant

- Provide Server, Network, PC administration and support.
- Maintain the availability of the WAN and LAN resources in a multi-domain Microsoft 2003 Server Active Directory environment.
- Defining software, hardware and network requirements
- Analyzing IT requirements within companies and giving independent and objective advice on the use of IT
 - Developing solutions and implementing new systems.
- Image and prepare pc and laptops for distribution to the end-users.
- Project managing the design and implementation of preferred solutions
- Designing, testing, installing and monitoring all aspects of clients network infrastructure

- Preparing documentation and presenting progress reports to customers
 - Organizing training for users and other consultants
- Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP/Vista, PDA / Blackberry, MS Office 2K3 / 2K7, PC Imaging, Exchange 2003/2007, McAfee Enterprise Suite, VERITAS Backup, Active Directory, Windows Server SBS/2003*

KISCC Network Solutions

July 2004 – Dec. 2007

IT Field Technician

- Provided phone and desktop support as a member of the in-house IT Department. Tasks included, installation and upgrading end-user software, configuring Networked PC's/MAC, upgrading hardware including hard drives, memory, etc., troubleshooting hardware and software, liaison between the end-user and higher level support personnel, changing user passwords, and system documentation.
- Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP/Vista, PDA / Blackberry, MS Office 2K / 2K3, PC Imaging, Wireless AP 802.11 abg, Exchange 2000/2003, McAfee Enterprise Suite, VERITAS Backup, Active Directory, Linux Redhat, Citrix MetaFrame.*

Golden Gate University

April 2000 – June. 2004

JR. Network Administrator

- 2nd Level support for user desktop / network issues
 - Supporting the remote locations and remote access technology applications.
 - Troubleshooting hardware, software and network connectivity issues for LAN and remote offices.
 - Administration for enterprise backup solution for Novell, Windows, and Unix servers.
 - Administration and monitoring of File, Mail, and Terminal Server, and Citrix servers.
 - User administration on Novell, Windows 2000, Citrix and Groupwise.
 - Installation and maintenance of Cisco, Cabletron, Avaya, and Dell routers and switches.
 - Project lead for installation and set-up of new MAC lab for students. Configured hardware / applications / network connectivity for 25 desktops in lab environment.
- Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP, PDA / Blackberry, MS Office 2K, Remedy/OpenSource, Citrix Metaframe, PC Imaging, Netware 5.x/6, Groupwise 5.5EP/6, Wireless AP 802.11, Exchange 2000, McAfee Enterprise Suite, VERITAS Backup, Active Directory, Linux Redhat.*

Ryno Technology, Inc.

July 1999 – April 2000

Field Support Technician

- Evaluating and testing hardware and software, perform upgrades of hardware and software, repairing and maintaining HP and Okidata printers.
 - Assisting with server builds and implementations.
 - Assist in planning for software and hardware upgrades.
- Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Mac OS X / Hardware, Windows 2K/XP, PDA / Blackberry, MS Office 2K, PC Imaging, Exchange 2000, McAfee Enterprise Suite, VERITAS Backup, Linux Redhat, Citrix Metaframe.*

Children's Hospital Oakland

Sept. 1998 – July 1999

PC/LAN Technician

- Installation and configuration of desktop hardware / software and network connectivity.
 - Responsible for training PC/LAN users on both DOS and Windows versions of all network software.
 - Network printer set up, installation of hubs, and backing up user data.
 - Helpdesk, desktop support, PC rollouts, upgrades, evaluation of hardware / software.
 - Creating user accounts, rights to files and directories, login and password restrictions, mapping to files and directories, group memberships, application access, and GroupWise account and distribution list set up. Backup of servers and client upgrades.
- Environment: PC Builds / Deployments, Help Desk Support, Data Backup / Storage, Windows 2K, MS Office 2K, Remedy, Citrix Metaframe, PC Imaging, Netware 5.x/6, Groupwise 5.5EP/6*

Education / Training & Certifications

- Diploma in Computerized Business System and Network Administration

Computer Learning Center, San Francisco, CA, July 30, 1998

G.P.A. 4.00

Completed Technical Training

- Implementing Cisco Data Center Unified Computing

- Symmetrix VMAX Configuration Management
- VMware vSphere: Install, Configure, Manage v5.1
- Symmetrix VMAX Business Continuity Management
- 20411 Administering Windows Server 2012
- VMware vCenter Site Recovery Manager: Install, Configure, Manage [V5.5]
- Administering Windows Server 2012
- Automating Administration with Windows PowerShell

Industry Certification

- A+ Certified
- Implementing and Supporting Microsoft Windows NT Server 4.0
- Windows 2000 MCP
- Certified Novell 4.11/5.x Administrator