

# David Gonzalez

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Vacaville, CA  
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## Summary

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Highly motivated and systematic professional looking for a position as an IT Administrator. Demonstrated success in installing, configuring and troubleshooting complex LANs and WANs. Offering excellence in providing network solutions along with hands-on experience in advanced computer troubleshooting. Versatile on many operating systems from Linux, Windows, Mac, Android and iOS.

## Experience

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### nDataStor IT Support Technician

2018 Jun – Present

Fairfield, CA

- Maintained over 400 workstations with over 200 different users from small businesses to government facilities.
- Configured, maintained, installed and updated firewalls, servers, and other networking equipment.
- Extensive time maintaining virtual machines on host servers using VMware.
- Accurately take notes and articulate problem-solving solutions through Autotask ticketing service and phone.
- Experience with working all times of the day to provide 24/7 remote support and on-site support.

### Geek Squad Consulting Agent

2017 Sep – Present (Seasonal)

Best Buy – Fairfield, CA

- Performed basic IT task on computers to help the client's issues such as networking issues or virus removal.
- Created work orders for the client of completed work to be done and escalated work orders if needed.
- Worked with several sales team to explain a variety of services provided and technology to help them achieve business goals.
- Performed client education on aspects of technology in terms they can understand.

### Information Technology Specialist

2015 Aug – 2018 Aug

Army National Guard

- Maintain networks for all the Florida National Guard Special Forces.
- Implement stacks for small unit mobilization.
- Set up and maintain Microsoft servers 2008/2012, active directory and exchange.
- Operate and troubleshoot computer systems, networks, VoIP phones and database.
- Performed basic switch and router configuration.
- Implemented and modified firewalls in accordance with the U.S. Army gold standard.

### Parachute Infantryman

2010 Oct - 2015 Aug

United States Army 82nd Airborne Division –Fayetteville, NC

- Lead, supervised, and served as a member of an infantry unit of 10-20 persons; employing individual weapons, machine guns, and anti-armor weapons in offensive and defensive ground combat.
- Awarded medals such as Combat Infantryman's badge and Parachutist badge.
- Gained knowledge in principles of effective management and military leadership philosophy.

**Education**

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**Computer Information Specialist**- Atlanta, GA

January 2017 – March 2017

Army Advanced Individual Training

Extensive training in computer systems along with learning how to establish and maintain a network using various routing protocols such as RIP, OSPF, EIGRP, etc. Set up and maintain routers, switches and servers for various networking capabilities.

**In Progress: Bachelor's Degree:** Computer Technology

Napa Valley College- Napa, CA

Aug 2018 – Present

Hillsborough Community College- Tampa, FL

Aug 2015 – July 2017