

VICTOR CUAN

IT HELP DESK SUPPORT

Contact

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Skills

Active Directory, Office365 Suite, G-Suite, Adobe CC, Antivirus deployment and monitoring, Remote access through Windows Remote Desktop (Mac & PC) including various third-party remote access apps, VPN configuration, Modem/Router configuration & Setup, Printer setup, AV Equipment, Apple TV Setup, Hardware upgrades for both Mac & PC, AWS & Azure Experience. Helpdesk/Desktop Supporting office of 350+. Ticketing Systems (Spiceworks, Freshservice Jira). System deployment & migrations. Imaging, upload & deploying. Slack, Skype etc. Experience working with 3rd party vendors. WordPress, Web-Domain registration, c-Panel experience, new email profile setup. Printer & Monitor calibration.

Profile

I've worked on several large projects including email migration from local exchange server to Microsofts' cloud-based Office 365 service. I worked on Windows 7 to Windows 10 OS upgraded. Maintained email archiving, and worked extensively with Active Directory. On the Mac environment, I've worked on MacOS upgrades, software installation, Office365 mac implementation and extensive troubleshooting scenarios. In the troubleshooting spectrum, I can float from Windows to Mac seamlessly. I have extensive experience with both environments, from simple user settings to complicated registry/library operation.

Experience

July 2017 - Present

Independent Contractor • Los Angeles

Serviced personal home-based users as well as small businesses. Maintained OS security, printer and network setup, VPN setup on desktops and mobile devices. Static & dynamic in-home IP configuration, as well as firewall setup, personalized modem/router configuration including security settings. Setup Outlook 365 (local client) and performed comprehensive training on how to use cloud-based systems like O365, G-suite and Adobe CC. I've worked with all Mac Hardware from Apple watch to Mac Pro. I have experience with MacOS upgrades from Tiger to Catalina. Wireless printer setup including manual IP configuration for static purposes. Setup remote access to off-site computers using windows RDP. Setup Gmail and Office365 on mobile devices.

May 2013 – July 2017

IT Helpdesk Support • MGA Entertainment • Van Nuys

Worked on staff troubleshooting tickets. Everything from internet connection issues to large format printer problem solving. Mail migration from Exchange to Office 365. Upgraded Windows XP to Windows 7 & subsequently Windows 10. New employee Active Directory configuration including permissions to network folders by department and VPN access. Mapped drives, printers and local & off-site NAS devices. Installed software and hardware on desktops and laptops. Setup workstations for incoming staff. Assigned licenses to new users for various software including O365/Sophos Antivirus/Adobe CC Suite/Solidworks, etc. Archived email from Office 365 for departing employees

Other Skills/Goals

I have comprehensive experience working in a corporate environment and building solid professional working relationships with all Staff levels including C-level staff. I excel at communicating technology with fluency and non-technical jargon. Looking forward to working with a company that will not only be a great fit but who will appreciate the skill-set and experience I maintain.