

Jared M. Victoria

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An enthusiastic desk-side support professional seeking opportunities for growth in the Bay Area. Currently supporting a fast-paced financial environment, and continuously evolving skills in time management and concept explanation. Skilled in administering systems and maintaining hardware, along with maintaining a solid rapport with co-workers.

SKILLS

- Windows (8/8.1, 10)
- Zendesk Ticketing System
- Microsoft Office, Office365
- Cisco Call Manager & Unity; Avaya Definity PBX
- Active Directory
- Networking, hardware, and software troubleshooting tactics
- Installation of Cisco routers and switches
- Configuration of server racks, patch panels
- Interpersonal communication
- S2 Netbox
- Knowledge base and tutorial writing
- Mac OS (Snow Leopard 10.6 thru High Sierra 10.13)
- iOS (7 - 12)
- DSLR Photography

EXPERIENCE

Addison Group - San Francisco, CA

West Coast Technician

March 2020 - Present

- Provide remote support to CVPartners offices in San Francisco, San Mateo, and Seattle, WA
- Manage new hires, terminations, and furloughs of user accounts
- Support Vonage MobileConnect cloud-based phone system
- Collaborate and develop new laptop images that can be deployed remotely
- Provision and ship hardware to remote users

Oppenheimer & Co. Inc. - San Francisco, CA

Sr. Help Desk Support

August 2017 - March 2020

- Provide desk-side support to financial advisors, traders, and supporting staff
- Build and maintain an inventory spreadsheet and bi-weekly status report
- Deploy images to desktops and laptops via PXE
- Manage Avaya digital phone system
- Manage local DirecTV receivers and accounts
- Perform repairs on copiers, printers, and various equipment
- Provide support for finance conferences held in San Francisco

Equity Staffing @ Sedgwick LLP - San Francisco, CA

IT Support Specialist

March 2017 - August 2017

- Provide desk-side support to attorneys and staff
- Administrate various systems

- ShareFile
- Sophos
- Office Keycard Access
- Deploy images to PCs and laptops via PXE
- Support both Avaya and Cisco phone systems
- Maintain inventory of equipment assigned, loaned, or received from end users

Intero Real Estate - Cupertino, CA

Help Desk Administrator

March 2013 - March 2017

- Provide help desk support to end users
- Offsite network troubleshooting and service restoration
- Maintain a current directory of active users
- Administrate various systems
 - Office365, Cisco Call Manager & Cisco Unity, S2 Netbox
 - Custom CRM (Agent Achieve), Boston Logic
- Compose user-friendly knowledgebase articles
- Administrate corporate office door schedules accordingly
- Oversee employee & agent device backups

PROJECTS

Office Renovations - Oppenheimer & Co. Inc.

June 2018

- Design and execute a plan of relocating advisors and support staff around the office as carpet and furniture is installed
- Keep remote and in-office users operational through renovations
- Work after-hours to move workstations around the premises

Technology Upgrade Project - Oppenheimer & Co. Inc.

May 2019 - January 2020

- Coordinate with contractors to: run Cat6 cabling to replace existing Cat5 in office, run new RG6 coax cables, run new broadband circuit for SD-WAN
- Oversee old server rack removal, and new server rack installation and configuration
- Install 7x Cisco 9300 switches and Cisco/Viptela SD-WAN routers and switches across 3 suites after-hours
- Upgrade entire branch to DirecTV SWM and HD receivers after-hours

CERTIFICATIONS

CompTIA A+ - Credential ID: EYZ6BT6GZGQEQK3

July 2019 - July 2022

CCNA: Routing & Switching - Credential ID: HTPCP4WD43EQQVC7

February 2020 - August 2023