

# Frank J Miranda

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## Professional Summary

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- With nearly 7 years of experience as an IT Support Specialist, I have gained dedication, understanding, and articulation to my profession. Offering advanced administrative skills and broad IT support experience. Furthermore; equipped with strong leadership skills, versatility, self-independent and transferrable set of qualifications related to training, development, logistics, and troubleshooting.

## Skill Highlights

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- Bi-lingual in English and Spanish
- Customer service
- Leadership
- Management skills
- Problem-Solving
- Time Management
- Transferable skills
- Fast learner
- Communication
- Strong lead development skills
- Retail inventory management
- Excellent to follow directions
- Goal-Oriented
- Excellent analytical skills



- Conflict resolution skilled
- Extremely organized
- Commission sales
- Attention to detail
- Reliable and energetic
- Capable to train others
- Excellent helpdesk service
- Advance computer skills

## Work History

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### IT Support Specialist - April 2018 to Current

**Goldenwest Solutions Group - 29501 Canwood St Suite 200 Agoura Hills, CA 91301 Phone: 818-206-5700**

Responsible to deliver headquarters IT support and field support at times of high work orders requiring on-site support.

Responsibilities:

- Build-up, set-up, upgrade and troubleshoot PCs, Laptops, Servers and installed various OS and applications to office, field employees and site level.
- Maintain and troubleshoot Windows Server 2012 and 2016, Active directory and File Server.
- Built-up, set-up, configure and maintain WSUS 2016 to manage the distribution of updates and hotfixes released for Microsoft products in a corporate environment.
- Monitor and troubleshoot and maintain internal network on Firewalls, Cisco Switches, Routers and patching cables as well as to Site Level. E.g. Sonicwall TZ400, TZ200, T100 & Cradlepoints.
- Set-up and deploy printers and scanners to office and sites.
- Set-up, troubleshoot and maintain company anti-virus McAfee ePO ensure systems are up to date and secure.
- Maintain, upgrade, troubleshoot MS Suite 0365, through Exchange and IMAP accounts with third party Rackspace.
- Maintain and troubleshoot Backup System. E.g. Drobo & Synology.
- Implemented, developed, maintain, & deploy iPhones, iPads & Android devices using Apple Business Manager with MDM MaaS360 & JamF to all level of users.
- Maintain, create and deploy Active Directory Group Policies and OUs for internal Windows systems.



- Create, maintain, develop and document the department IT support processes and procedures documentation for staff and field employees.
- Log the user request, incident and issues and taken actions to resolve them in a timely manner.
- Set-up and maintain Adobe Admin portal for end-user licensing and software.
- Migration of existing technologies to new platforms. E.g. IMAP email account to Exchange, Windows migration systems, virtual machines, phone platforms etc...
- Manage in house phone system Cisco from Call Tower company.
- Research, deployment, and maintenance of internal IT ticketing system. E.g. Engine Desktop Central and other Freshdesk, and other Help Desk systems.
- Manage Email protection through Barracuda.
- Set-up, monitor, troubleshoot and deploy Windows Server 2016 R2 with PRTG for in house network monitoring of network devices.
- Extensive experienced in remoting into Windows Server, external users for technical support with Splashtop and RDP.
- Monitor and troubleshoot network with Sniffers and Wireshark.
- Managed deployments for upgrades of accounting system Quickbooks.
- Cloned, imaged and data recovery with Macrium Reflect Windows systems.
- Set-up managed and deployed SharePoint through Azure cloud.
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Work closely with Director of Technology and Management in the research, sourcing and deployment of productivity tools in support of the companies operational and business goals.

#### **IT Support Technician - August 2016 to March 2018**

**Breakdown Services/ NonFatMedia - 2140 Cotner Ave. Los Angeles, CA, 90025 Phone 310-276-9166**

Responsible to maintain, fix, troubleshoot, set-up and build our 50% of Windows 7,8 &10 and our other 50% of Apple computers across the company, nationally and internationally. With broadcasting and managing day-to-day maintenance procedures and updates to every workstation. Furthermore, analyzing and troubleshooting to solve problems quickly and cost effectively.

Created training and technical support documentation and networking documentation for in house and looked for procedural problems and recommended solutions and procedure improvements. I.e. Suggested changes that may cover implementing new or different kinds of technical tools, training scripts and materials. Also, ensuring the prevention of reoccurring support issues by means possible with communicating with end users effectively to guide users through tech support issues.

Tracked and logged every ticket to the ticketing system and ensuring tickets get completed with a reasonable time and fix. Also, provided networking troubleshooting and changes on Cisco Switches for VLANs, Trunk ports, etc.



Last but not least, ensuring AD group policies were in effect, deploying scripts and maintaining Windows Servers 2008R2 & 2012R2, and server management procedures.

Experience and responsibilities:

- Manage and troubleshoot Windows Server 2003, 2008 and 2012.
- Manage and monitor Backup system Drobo and Synology.
- Built-up, manage, and troubleshoot OS Mac Server for deployment of updates, hotfixes and upgrades to Mac systems.
- Managed, deployed and troubleshoot Trend Micro to Windows and Apple systems.
- Monitored, and troubleshoot ASDM Cisco Firewall with Meraki WIFI Aps and assigned VPN users for remote access.
- Monitored, troubleshoot Cisco Switches and light manage of VoIP configuration. E.g. Backup switch config, created VLAN Management, created Trunk groups over CLs. Etc...
- Created, managed permissions and troubleshoot Network folders with GP permissions, printers and software through AD.
- Cloned, imaged and data recovery Windows systems with Symantec Ghost and used Time Machine for Mac systems.
- Managed, created and troubleshoot Google mailboxes using G-suite.
- Logged and created tickets into our ticketing system Fugbugz from field and internal users.
- Managed and created, troubleshoot and deploy VMware Fusion to Mac users.

#### **IT Support and Phone Engineered - July 2013 to August 2016**

**Wally's Wine and Spirits - 2107 Westwood Blvd. Los Angeles CA. 90025 Phone 310-315-0606**

Provided technical support for incoming queries and issues related to Windows computer systems, software, and hardware to the end user's satisfaction. Also, monitored and responded quickly and effectively to requests issued by end users and executives. Moreover, I modified configurations, utilities, software default settings, etc. for the local workstation

Helped tremendously in providing phone system support and basic networking.

Documented internal procedures and manuals for deployments to end users.

Assisted with onboarding of new users including training.

Ensured each workstation has a computer, monitor, keyboard, mouse, and any additional specialized equipment and phone.

Also, I installed, test and configured new workstations, peripheral equipment and software and maintained inventory of all equipment, and software licenses.

Managed PC client setups and deployments for new employees using standard hardware and software



Performed timely workstation hardware and software upgrades as required (maintenance.) Finally, troubleshoot all errors with cabling, wiring, software, networking equipment, and if required, working closely with end users to ensure issues were resolved. Lastly, I endured traveling for almost 3 years to New York for technical assistance on a Wine Auction. This includes configuring network devices, Firewall, Switches Cables, Routers and VoIP phones. Also, sound system for the speaker and TVs as well as cameras, etc...

- Managed, maintained and troubleshoot Microsoft 0365 Exchange Server to mail clients. Also, helped migration to Microsoft 365 Exchange with team.
- Managed and troubleshoot Novastor backup system and windows server backups.
- Monitored and troubleshoot SQL Server Database backups and programs. I.e. data-merge, publication, replication subscription etc...
- Monitored, troubleshoot and set-up internal DVR system with cabling through CMS Pro.
- Managed, deployed and troubleshoot Symantec AV to windows system.
- Managed, troubleshoot, logged tickets and assigned them accordingly to technicians through Manage Engine Desktop.
- Experienced in using LogMeIn and GoToMeeting to meet assistance to external users.
- Extensive experience in using Bright Metrics for reporting, stats, phone tracking reports etc... with Shortel phone system.
- Managed, deployed, troubleshoot and configured Shortel Phone System VoIP at an expert level.
- Managed and troubleshoot Fortigate Firewall and setup VPN users for remote access.
- Monitored, deployed and troubleshoot with Vendor Red Hat Linux POS system for Retail Store/ Restaurant Vinoteca over Beverly Hills, CA.
- Set-up KVM for remote sites.
- Created, and documented diagrams for infrastructure network including phone system.
- Set-up and deploy UPS back-up battery APC devices for Servers and Windows systems.
- Rational knowledgeable in working with Photoshop Suite, Dreamweaver and Illustrator, etc....
- Rational knowledge of HTML and took professional photos and edit them for the website.
- Configured, deployed and troubleshoot RF device scanners for the ERP system. I.e. Models Motorola MC 3190 and other models.
- Configured, managed and troubleshoot mobile POS Honeywell Dolphin 70e for retail store and restaurant.
- Cloned, imaged and data recovery with Acronis to Windows systems.



### **IT Support Specialist Freelancer**

**Allstar Passports and Visas August 2015 to 2018**

In charge to deliver, support and troubleshoot,

- Configured, deployed and troubleshoot Kaspersky AV to Windows systems.
- Configured, managed, and delivered Squarespace Web Design including with all of its content.

### **Ingallina's Box Lunch April 2013 to September 2013**

**2010 Wilshire Blvd. suite R, Los Angeles CA. 90057 Phone # 213-413-9400**

Kitchen Prep and Catering Services

### **Hope Liquor Market September 2008 to June 2013**

**2104 Beverly Blvd. Los Angeles CA. 90057 Phone # 213-413-1666**

Maintained friendly and professional customer interactions as a retail sales person and supervisor.

## **Education and Training**

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Primary Phone System Engineer at Wally's Wine & Spirits

Finished Online Course for MTA and CCNA certification

Some General Education at Los Angeles City College 2009-2012

High School Diploma in Edward Roybal Learning Center High School class 2009

Certified in California of Food Handler.