

Mark A Reardon

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Objective:

High level position for Technical Support and Customer relations for Hardware and Software Support.

Qualifications:

- Project Management Team building and Leadership, delegation of duties.
- Supported clients in the Business Community and Home for 18 Years.
- Avaya Certified for VoIP Systems.
- Expanded Knowledge of Computer Equipment and software. Always learning new Hardware and software.

Skills: Installed and Trouble shoot the following:

- Server 2016, 2012, 2008, 2003, Mac OS, Windows 10, 8, 7 and XP.
- All Office Apps, Dental Software, accounting software, Point of Sale, Database Solutions. Etc...
- Network Devices; Firewall Switches, managed Switches, VoIP phones, Printers and Camera's.
- Installed Servers, Tablets, iMac, iPad, iPhone, Laptops, Android phones.
- Built Fileserver, Micron Board, two processors, liquid cooled system, 32gig ram, 4 network ports.
- Passion to learn new software and implementation of new hardware as technology is constantly changing.

Accomplishments:

- Setup dual networks one internal use, Static IP's on two others for file access through VPN.
- Point of Sale Systems. Server Forests, Multicast School Environment (Lab).
- Constant training in Computer hardware and software.
- Established daily sales goal District Wide While at Best Buy

Education:

Diablo Valley College, Pleasant Hill, California.
Associates Degree, Business Operations Certificate.
MCSE, MCP.

Relevant Coursework:

Accounting, C++, Java Script, Html for websites, Office
Business Administration

Relevant Experience: Nettouch Consulting 10/2019

- Server Administrator
- Create VM's and used Sysprep for cloning.
- Established DFS pipelines between Servers (State Wide offices), set proper replication protocols.

Relevant Experience: Vila Construction 3/2017 –6/2019

- Support Server 2016 and 50 users with Laptops, iPads, iPhones.
- Reinstall two new servers created Forest.
- Site support for construction sites, implementing internet and VPN connections.
- Remotely installed software on desktops and Servers.

Relevant Experience: Robert Half 4/2016 – 2/2017

- Imaged Tablets for National Rollout
- Telephone Support for launch of Salesforce program.
- Out of State travel for rollout of Chicago office.

Relevant Experience: Current Electric 10/2012 – 9/2015

Office Staff:

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- Maintain Server Windows 2003 and all pc's (Windows 7) and peripheral attachments.
- Install Quick books setup backups and deploy to workstations.
- Trouble shoot client issues.
- Recovered Server from sever crash, able to recover data with advance options.

Relevant Experience: Best Buy- 2/2002 – 8/2012

- Supported Small Business Community with Server install and repair to include all desktop work.
- Lead Technician for Dental Practice Software, installation and troubleshooting.
- Advanced Data Recovery
- Advanced Virus removal.
- Point of Sale Systems.

Activities:

Babe Ruth

- League President