Andy Penn
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SKILLS AND KNOWLEDGE

- ❖ **Platforms -** Linux, Mac OS, DOS, and Novell Netware 3.x/4.x, XP & Win 8/10.
  Windows server 2003 2008, and 2012
- ❖ **Networking Systems –** TCI/IP, DNS Server, DHCP, Active Directory, Group Policy, WAN/LAN, Cisco Switches, VMware, System Administration, Network configuration, software installation, security, project management, research Virtualized networks, network automation, cloud management.
- ❖ **Tools** – Lan Manager, Checkpoint Firewall, Norton Firewall, ESET Endpoint, and Ghost, McAfee/Norton Virus Protection Utilities, HP Openview, Lotus Notes, Microsoft Office Suite (Word, Excel, PowerPoint, Access, Project, Outlook)

PROFESSIONAL EXPERIENCE

West Coast University, CA

ITS Technician……October 2015 - December 2020

- ❖ Resolved end-user connectivity issues for network and internet, NAS, network printer, installation and troubleshooting Cisco phone system, and Cisco Unified CM Administration
- ❖ Installed, configured and troubleshoot workstations and servers Active Directory, DNS, DHCP, MS Outlook 2010/2016, Active Sync, LandDesk Management, VMware ESX and Viewer, Symantec Endpoint AV, Cisco Managed Switches, LAN/WAN, HP Proliant servers, and Android/iPhone/Blackberry
- ❖ Provided support to both administrative and students for both PC & Mac's, data backup.
- ❖ Provided support for Office Suites 2003, 2007, 2016 and supported Windows XP/Win 8, 10 & Mac OS.
- ❖ LanDesk Management systems image, migrated end-user data for new installations, troubleshoot hardware and software related issues and resolved as required.
- ❖ Worked on a team of 2 support staff members, supported over 100 end-users and supported 1000 HP workstations on Campus.

Argosy University of Orange County, CA

ITS Analyst……August 2008 – November 2013

- ❖ Administer domain servers, classroom networks, computers and operating system platforms in a complex environment of multiple remote sites.
- ❖ Install, maintain, and repair of servers, wireless Internet connections, computers, peripherals devices.
- ❖ Install, configure, and test laptops image, and PC for new hires and deploy application packages through Altiris Management Deployment Console.
- ❖ Advised and participate with IT manager and system administrators with planning network devices, servers, desktops, network print server, and switches.
- ❖ Provide support with domain migration, Outlook, and software upgrade/Microsoft WSUS updates. Consult with ITS team in create Windows 7 Sysprep and install, configure, and test Windows images, applications upgrades, and patches.
- ❖ Provide support and training staff and faculty on classroom peripherals, Outlook webmail, Cisco VTC, Smart board, MS Office, tablets, campus WiFi. Troubleshoot hardware, software, network, or telecommunications problems.
- ❖ Met with Vendors to provide new technology (Cisco phone, Software, Hardware, Tools, and Device) to enhance classroom architect.

The Art Institutes of California, Los Angeles, CA

ITS Specialist……April 2001 – August 2008

- ❖ Configure, install, diagnose, and manage network systems, network cabling system, and computer labs.
- ❖ Work with desktop team to migrate 500 computers system-wide to Microsoft Windows 7.
- ❖ Image and stage laptops and computers for new hires and install application packages through Altiris.
- ❖ Setup and manage Windows 2008 Servers, VMware ESX, Symantec Endpoint Server, and WSUS.
- ❖ Create and deploy Mac OS images using NetRestore and DeployStudio.
- ❖ Provide support and train end-users in Windows XP, 7, Mac OS, MS Office, tablets, WiFi, Adobe Suite, Autodesk Suite, Connected Backup, CheckPoint, Visix Media System, Cisco NAC, and Online Portal.
- ❖ Prepare and update applications, operations and systems documentation

EDUCATION

Computer Education Institute, Anaheim
Microsoft Certified Systems Engineering
Novell Certified System Engineering
Microsoft Certified Systems Administrator