

TAIZO MAEKAWA

Seattle, WA | (646) 637-2960 | t.maekaw@gmail.com |

Information Technology Operations/Systems Engineer

Dedicated, detailed, and innovative systems engineering professional with more than 10 years' experience planning, implementing, migrating, and maintaining complex server, storage, and network ecosystems.

Core Technical Competencies

Mobile Technologies Office 365 and Outlook Migrations Windows Environments (WIN7 and WIN10)	Windows Server Linux 7.7 Systems & Networking Infrastructure System Security	Systems Administration Diagnostic Skills
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Aptitudes

- Proficient in providing technical support for diverse IT issues across the organization to support business objectives
- Highly adaptable in chaotic environments in which situations lack clarity
- Employ tech industry best practices to increase efficiency of daily operations
- Expert in monitoring technologies and seizing on opportunities to resolve nagging issues
- Fluent in **English and Japanese**
- Familiar with *MS Office 365, IBM, Lotus Notes*

Education & Certifications

- **Bachelor of Science in Physical Education – University of Charleston, Charleston, WV**
- **Certifications: A+**

Professional Experience

Courier/DOT

FedEx Express | Issaquah WA

10/2020 – Present

- Delivery of the packages to customers/clients
- Pickup the packages from customers/clients
- Package handling

SYSTEM ADMINISTRATOR

Mitsubishi Aircraft Corporation of America | Seattle WA

06/2019 – 07/2020

- Administer MRO System (Aircraft MRO software solution) to ensure availability
- Monitor and apply changes for AMOS, Monthly Patching, and Monthly Windows Update
- Diagnose PC, networking, iPhone, and iPad technical issues and operationalize fixes
- Oversee operability of VCenter, ESXi, NAS – NetApp, Nutanix (Prism), QNAP and adjust for performance
- Furnish technical support/troubleshooting for Polycom voice solutions
- Provide technical support/troubleshooting for Cisco WebEx and Telepre
- Technical support/troubleshooting of Citrix XenApp and XenDesktop
- Technical support/troubleshooting of Windows 10 Surface
- Technical support/troubleshooting of Microsoft Office 2010, 2013, 2016

SYSTEM ENGINEER

KDDI America (as Mitsubishi Aircraft Contractor) | Seattle, WA

08/2015 – 06/2019

- Answered technical questions regarding software, operation, or maintenance
- Obtained information, identified problem, and provided technical assistance
- Closed Lotus Notes and Outlook tickets through timely resolution
- Remedied hardware, software, mobile device, and network problems
- Installed Windows OS on several machines

- Supported WebEx, GoToMeeting, and VPN issues
- Installed, configured, and managed documents

SYSTEM ENGINEER

Transcosmos America, Inc. | New York, NY

12/2013 – 08/2015

- Supported critical hardware, software, mobile, device, and networking issues
- Assisted customers in use of equipment, software, and manuals
- Assembled and configured network components and associated services
- Served as point-of-contact to end users for support and maintenance in desktop and server computing environments

IT CUSTOMER SERVICE REPRESENTATIVE PROFESSIONAL

MultiNet International, Inc. | New York, NY

06/2008 – 12/2013

- Technical support for home networking, DSL, email, and login issues
- Technical support for BlackBerry and Nokia Symbian OS
- Installed Asian languages in major smartphones
- Prepared monthly sales reports for accounting department
- Acquired several new clients through sales activities
- Informed potential customers of service details
- Kept detailed and accurate inventory records
- Created Jiji Press Mobile, a new electronic news delivery service for BlackBerry, iPhone, and other smartphones

*Additional Experience as IT Customer Service Representative Professional/Assistant GM/NY Office Representative for
Temco International.*