

ELISSA JONES

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Core Strengths:

- Assemble, Configure & Troubleshoot Hardware & Software issues on Windows Servers, with Linux Platform awareness
- Network Mapping, Network Issue Debugging & Network Traffic analysis
- Strong Leadership and Communication Skills
- Strategic Planning & Operations
- Technical Support & Assistance
- Quality Testing & Assurance
- Product Enhancement & Optimization
- Reporting & Documentation
- Diverse and Adaptable Skills
- Strong Problem Solving, Critical Thinking & Troubleshooting Skills

Technical Skills:

- Network & System Configuration and Administration (All Windows Platforms) & Cisco Enterprise Switching, Routing and VLANs
- OSI and TCP/IP Protocol Stack
- Layer 3 Routing, Protocols (OSPF, RIP, EIGRP) & Cisco IOS
- Transparent Bridging & Layer 2 Protocols (Spanning Tree, VTP)
- Internet Technology Configuration (Network Security, Firewalls, VPNs)
- Microsoft Office, Project & Visio, Packet Tracer, WireShark Proficiency
- Secure Data Recovery, Backup & Restore
- Virtualization/ Cloud Computing

Professional Experience:

Network & System Administrator (Intern), 7/2020 - Present

Acuitus Inc., Sunnyvale, CA 94089

Responsibilities:

Single-handedly solved over 250 tiers 3 & 4 trouble tickets.

Gained over 1000 hours of hands-on experience designing, building and troubleshooting enterprise-class servers.

Extensive knowledge of Windows Server 2003/2008/2012/2016 as well as knowledge of Linux servers and Cisco networks.

Collected information to evaluate existing systems, plan, install, configure and troubleshoot hardware as well as software issues.

Configured, monitored and administered Domain Controllers, AD, file and exchange servers, DHCP, DNS and Web services.

Configured multiple complex networks (LANs, WANs) according to best practices.

Communicated/Documented all configurations, troubleshooting and maintenance in organized logs.

Performed extensive backups of Active Directory/DC servers using RAID. Well versed in TFTP backup of Cisco Routers.

Administrative/General Manager, 2015 – present (on call only)

NorCal House of Chess, Fremont, CA 94539

Responsibilities:

Customer service, advising on available programs, pricing, payment options, general sales.

Web page general maintenance, advertising/marketing, frequent use of MailChimp and chess databases.

Accounts receivables/payables, check deposits, record keeping, account balancing.

Maintaining student records, attendance, data entry/updating database.

General office organization/upkeep, tracking and stocking supplies.

IT support, small business network setup, security system setup and monitoring, computer/system maintenance, printer and AV equipment setup and maintenance.

Shipping and receiving.

Student supervision when needed. Class and coach scheduling and general management.

Adult Residential Facility Administrator (CA Certified), 2016 - present (part time/on call)

CarePlus Care Home, South San Francisco, CA 94080

Responsibilities:

Ensure compliance with state and federal regulations.

Implement and enforce procedures for maintaining safety, security and confidentiality of staff and residents.

Weekly/Monthly evaluation of needed household supplies and maintenance requirements.

General support of staff, scheduling.

Ensure and advocate resident and staff rights.
Monitor medication prescriptions, supply and proper administration.
Conduct pre-admission interviews, evaluation for suitability.

Senior Financial Aid Advisor, 2011 – 2014

Saybrook University, San Francisco, CA 94111

Responsibilities:

Counseling/advising graduate students by phone and email as well as in person.
Research and implementation of federal rules & regulations.
Extensive use of NSLDS, COD and IFAP in researching and ensuring students stay within federal guidelines.
Comprehensive review and analysis of application information.
Verification of financial information, review of taxes/IRS documents and final evaluation.
Resolution of C-flags (citizenship verification, selective service, exceeding loan limits, etc.).
Tracking and reporting student activity relating to the financial aid process.
Team planning/coordination with Admissions and Student Services to ensure student success.

EDUCATION/ CERTIFICATIONS:

Bachelor of Arts in **Anthropology**. Bachelor of Arts in **Economics**.
University of California, Davis
Graduated 2006
Education Abroad Program, University of Delhi, India, 2005.

California ARF Certified, 2016 - present

Google IT Support Professional Certificate
Administered by Coursera
Completed June, 2019

VOLUNTEER ACTIVITY

Meals on Wheels (San Francisco)
Project Read, SFPL (San Francisco)
Mission Economic Development Agency (San Francisco)

TO BE COMPLETED:

CCNA, expected 2021

References provided upon request.