John Karas

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Experienced Senior Technical Analyst with a demonstrated history of working in the medical device industry. Skilled in Microsoft Word, Sales, Data Center, Management, and Software Documentation. Strong information technology professional with a Bachelor of Science (B.S.) in Information Systems from the State University of New York.

Work Experience

Senior Technical User Support Analyst
Medtronic - Santa Ana, CA 2014 to Present

• Manage all IT operations at office, design, and manufacturing facility of surgical healthcare technologies.

• Administer the local network, including active directory and file servers. Maintain and troubleshoot physical network including switching and routing hardware as well as wireless access points and connectivity.

• Responsible for inventory, deployment and e-waste of all IT hardware and infrastructure for the site.

• Provide remote and local end-user IT support to over 800 computers and 400 end users related to a broad spectrum of IT infrastructure and applications. PC-hardware, smartphones, Xerox multifunction printers, office applications, productivity tools, client operating systems and internet applications.

• Coordinate communication and troubleshooting to determine impact of major system outages which affect the entire organization.

• Creates and updates knowledge base articles to provide a good level of service for end-users. Acts as knowledge champion to share knowledge across IT teams.

• Able to independently inventory and image hardware, software and IT related products or systems. Responsible for monitoring and maintaining accurate IT asset information as required.

• Administers accounts and access on various platforms in a corporate environment

• Operate in a clean-room environment to support sensitive healthcare production within approved FDA quality guidelines.

• Utilizes ServiceNow CRM to receive, update, and respond to end user requests on a daily basis.

• Supports migration of userbase to OneDrive backup solution for local user computers as well as instructs and advised customer use of OneDrive.

• Assists with SCCM software instalations in Windows 10 Enterprise environment.

• Configures and troubleshoots print queues and ports on virtual Windows 2016 Servers.

• Updates and maintains SharePoint documents and articles relating to company practices and procedures.

• Install and support MS Office 365 for userbase as well as troubleshoot single-sign on protocols for user login.

Senior Support Engineer
Sonos - Santa Barbara, CA 2012 to
2014

  • Respond directly to support issues and service requests submitted via, telephone, email, web, text chat, and voicemail

  • Identify, recreate, resolve, or escalate issues using existing guidelines and standardized tools. Troubleshoot customer WANs/LANs and enterprise level networks. Windows, Mac OSX, Android, and iOS

  • Utilizing proper CRM tools and systems, demonstrate customer relations skills, and maintain a positive company image.

IT Consultant Entrusted
Services - Goleta, CA 2011 to
2012

•Daily travel to client sites to resolve network and workstation issues

•Support for both Apple and PC based workstations and servers

  •Conduct remote support sessions over the internet and support phone calls to provide IT solutions to clients

Technical   Account   Manager
Yardi Systems - Santa Barbara, CA
2010 to 2011

Implement and support web based database applications.

• Daily contact with customers both via e-mail or telephone.

• Provide appropriate level support to the customer and escalate issues when needed.

  • Implement and maintain schedules for upgrades or new application capabilities and provide training or assistance in initial use of the software.

• Employ tools such as GoToMeeting, Word and Excel, SQL editor

Lead Technical Support Impulse Internet
Services - Santa Barbara, CA 2008 to 2010

Answer incoming phone and e-mail support requests.

• Use a ticketing system to resolve or escalate issues to appropriate department.

• Troubleshoot both network and end user computer issues to get users back online.

• Configure Outlook, Thunderbird, and Apple Mail for e-mail access.

• Manage enterprise level network hardware at the ISP level

• Configure, manage and troubleshoot VoIP phone systems

Supervisor / Systems Administrator Ommi Computer
Information Management - Goleta, CA 2003 to 2008

Support and manage a team of 40 employees to meet sales goals on a daily basis.

• Maintained the technical infrastructure for company, desktops, printers, faxes and network.

Education

Bachelor's in Information Systems State
University of New York - Springs, NY 2018

Associate in Computer Information Systems Santa
Barbara City College - Santa Barbara, CA 2008

Associate in Communications Santa Barbara
City College - Santa Barbara, CA 2005

Skills

• Windows (10+ years)

• Networking (10+ years)

• Management (5 years)

• Microsoft Windows Server

Additional Information

SKILLS
PROFILE

• Effective and knowledgeable in the use of Microsoft Office

• Supported users both over the phone and the use of remote access

• Proficient in the use of a multiline phone system

• Proven record of meeting sales or project goals

• Able to work both independently or within a team environment

• Good customer-relations background

Additional Technical Skills: Support networks and PC's using Windows XP, Vista, Windows 7 and 10 operating systems. Removed spyware and secured computers with anti-virus and firewall software. Use of Wireshark to troubleshoot network issues. Proficient in Open Office, Filezila, 7-zip, PsPad, VMware. Adobe Photoshop, Acrobat, MS Office Suite, TCP/IP, FTP. Router LAN/WAN and WiFi config. Experience with Cisco OS, Adtran routers/switches at enterprise level.