Frederic W. Rough

Mobile: 424-702-6621   Fredericrough0@gmail.com

Summary:

Highly motivated and passionate IT support technician offering versatile office management skills and proficiency in Microsoft, Linux, and Mac platforms. Strong planner and problem solver who readily adapts to new environments, works both independently and with teams exceeding expectations. Experience using AWS, Microsoft Active Directory, Endpoint Security systems as well as Mobile Device Management. Associates of Science degree in Computer and Network Technology from LAPC which consisted in Cisco training from Cisco Network Academy. Able to remotely diagnose and resolve software/hardware related events as well as meet tight deadlines without compromising quality. Experience with G Suite as well as Microsoft 365. Additional experience studying Information Security at Moorpark College which consisted of CEH/ OSCP training. Strong ability to multitask conveying resolutions to user issues in a courteous and professional manner.

Qualifications & Acknowledgements:

- Associate of Science Degree in Computer and Network Technology
- 5+ yrs. experience troubleshooting Level I & II Tech Support Issues
- Experience with Active Directory Services as well as Cisco
- Los Angeles Ambassador for Hedera Hashgraph

Education/ Certs:

A.S. Degree in Computer and Network Technology   Los Angeles Pierce College (2013-2016)

Computer Network Systems Engineer   Moorpark College (2016-2018)

Network + CompTia   Oxford Institute of Technology
(2019)

Network Control Operator Cert.   WVOC Cisco Network Academy (2012-2013)

Information Technology Experience:

*Currently working at Oxford Institute of Technology teaching A+, Network +, CCNA, Security +, and CEH

Interamerican Motor Corporation, Canoga Park, Ca.   **Dec. 2018- June2019**

Jr. Administrator Tech Support Level I & II

- Experience remotely troubleshooting & resolving tickets in a fast-paced corporate environment
- Experience IBM MaaS 360 Mobile Device Management deploying over 1500 driver tablets to 32 locations
- Experience using Microsoft Active Directory to create new users, set network shares, and add to domain
- Experience with installation of network cabling, security cameras and configuring Network Video Recorder
- Managed Sophos Endpoint Security Protection as well as updates for all end users within company.
- Managed procurement processes with vendors, inventory and operational expenditures
- Experience with troubleshooting AS400 ERP system/Staylinked as well as Motorola/Falcon RF gun deployment
- Experience deploying new Laptops, Google Hangouts Meet Hardware, Laser Jet/Zebra printers

Coinsquad "Geek Squad of Cryptocurrency", Westlake Village, Ca**.**   **Oct.2017- Present**

IT Director /Help Desk Admin

- Provide both on-site and remote support to consumers that requires assistance with cold or hot wallet storage.
- Installation of trading bots, metamask, migration and troubleshooting of CEX and DEX exchanges
- Performed Network Security Monitoring/ protocol analysis identifying suspicious events
- Experience installing and troubleshooting Cylance/Carbon Black Endpoint Security Software
- Experience with Incident Response & providing mitigation controls of risk for clients
- Assisted in securing WiFi routers, remote installation and troubleshooting of VPN services
- Experience deploying and managing a ticketing system for a team of 7+
- Experience securing Email, Web and URL's with Yubico 2FA, WAF, and Metacert

The Holman Group Managed Healthcare Services, Northridge, Ca.   **Feb. 2018- Oct. 2018**

Assistant to IT Director/ Tech Support

- Assisted in managing with direct supervision of 120+ staff, providing employee evaluation feedback, and performing other managerial tasks when the Director of Technology was unavailable
- Experience with VMware, G Suite/ Microsoft 365 and IBM MaaS 360 mobile device management
- Microsoft Active Directory, Exchange, Symantec Endpoint protection services.
- Maintained network and monitoring systems with Nagios and Wireshark
- Managed procurement processes with vendors, budgets, inventory and operational expenditures
- Experience with HIPPA compliance as well as email encryption services

Bishop Alemany High School, Mission Hills, Ca.   **Sept.2016 – Feb.2018**

Jr. Administrator / Help-Desk Support Technician

- Maintained campus network 2,500+ Linux/Mac/Windows computer systems, 300+ VOIP Phones and 40+ Windows Servers for the largest Archdiocesan Catholic High School in Los Angeles
- Supported 1,500+ faculty and students within the organization to operate more efficiently and effectively
- Maintained campus network and monitoring systems by optimizing alerts and improve process efficiency
- Experience using Microsoft Active Directory as well as iOS Airwatch Mobile Device Management
- Experience using a Fresh Service as well as Spiceworks Help Desk Ticketing systems
- Deployed new laptops, desktops, printers and iPads/Samsung tablets to staff as well as students
- Experience with Symantec as well as Malwarebytes Endpoint Security Software
- Advised in best security practices and compliance while taking direction from senior management

Church of Jesus Christ of Latter-Day Saints, Tarzana, Ca.   **Nov.2013-Sep.2016**

Technology Specialist / Bookkeeper

- Managed 100+ computers within the stake, including Bishops storehouse & employment centers. Duties include ordering, installing, scheduling, reassigning, supporting, and arranging for repairs and disposal.
- Installed and managed Cylance endpoint protection services for church leadership
- Network monitoring as well as troubleshooting of WiFi networks
- Provide support for the initial setup of computer workstations, printers, and Internet connections as well as maintenance of computer hardware, operating systems, and software.