

Kuba Ostachiewicz

Contra Costa County, CA
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Summary

Reliable IT professional with excellent troubleshooting and analytical skills. Proficient in the following subjects:

- **Networking** - hardware/software installation, router/switch configuration, TCP/IP configuration, LAN/WAN and remote desktop support.
- **Troubleshooting** – Windows 7/10, MS Office, Windows Servers 2008/2012/2016, network connectivity, computer hardware, printers and various applications.
- **Administration** – Integrated RMM, documentation, and ticketing (JIRA and Kaseya). Phone, email and on-site support for various large organizations. Administered users in Active Directory, Exchange, PBX, Office365 Admin center, etc.

Education & Certifications



Cisco Certified – CCNA

B.S Degree in Business Administration - UC Riverside

A.A. Degree in Administration & Information Systems - RCC - Riverside CA



Experience

Lead IT Tech – Tier 4

NetTouch Consulting, Concord, CA (02/2020-Current)

- Managed users in Active Directory, Exchange, VMs and Office365.
- Installed and setup Windows Servers and network equipment such as network switches.
- Used remote software to troubleshoot various client/server IT issues with software installations, login issues, Exchange Server mailboxes, Outlook, remote/VPN access, Citrix ShareFile, OneDrive, DNS, printers, mapped drives, and various issues with software such as DropBox and MS365.
- Did on-site installations of client computers and printers.
- Documented proper procedures for various tasks such as installation and licensing for various applications.
- Setup IP phones and managed PBX users.
- Guided users to setup or troubleshoot mail on their mobile devices.
- Updated spam filters and investigated compromised email accounts.
- Used slack to communicate with team and Kaseya integrated system for ticketing, documentation and RMM.
- Worked directly with users to identify the problem, determine the cause, and either provide steps to solve the problem or solve the problem using remote access.
- Supervised Tier 4 technicians; Trained new staff on technical skills, professionalism, customer service and properly handle escalations. Assigned on-site projects, reviewed employee job performance, and provided feedback to improve technician performance.

Networking & System Administration

Accredited Brokers, Concord, CA (7/2017 to 11/2019)

- Setup Network– WIFI, Ethernet, printer accessibility, DNS, as well as setup security protection for individual nodes and LAN.
- Provided IT & help desk support as well as troubleshooting services that included: configuring, system crashes, data recovery, updates, software installations, security, and more.

Customer Support Representative

Square Inc. - Caviar, San Francisco, CA (03/17-06/17)

- Serviced/resolved 200+ daily customer inquiries while maintaining top 3 ranking in Total Resolved Inbound Calls
- Consistently maintained high performance rankings in weekly metrics (customer satisfaction, resolved tickets, etc)
- Utilized a customer management system that required multitasking and working closely with other team members and other departments to resolve customer and vendor issues.