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**Objective:**

*To provide excellent services for business and clientele.  
To secure the position of a network administrator and  
provide my knowledge in network administration and  
technical tools for managing the systems network of the  
organization.*

**Professional Experience:**

**First Light Lighting Systems**

**May 2016- 2020**

**IT Manager**

Tech Support- Providing computer services for co-workers.  
This includes software installations, and server backups.

Customer Service- Addressing customers needs on a  
case by case basis.

Software- Working with various software programs, data  
entry, server management, and word/document  
processing.

**October 2013- May 2016**

**Tech Support role-**

Tech support for employees, managing service tickets  
daily. Approx 50-100 service tickets were responded to.  
Scheduling deliveries.

## **December 2010- October 2013**

### **Sales Manager-**

Managing sales staff and commission quotas. Training new employees

## **October 06 - December 2010**

### **Customer Service Rep-**

Taking phone orders, attending to customers, preparing invoices, and preparing customer payments for processing.

***Education : Las Positas College***  
***AS Degree in Computer Networking and Security***  
***Comptia Security+ Certified***

### ***Skills:***

- Proficient using the Microsoft products and operating systems
- Skilled at using routed and routing protocols:TCP/IP, IPX/SPX ; RIP, IGRP
- Experience in using the Microsoft products and operating systems
- Efficient at installing, configuring and maintaining the Local Area Network and Wide Area Network
- Strong analytical skills that help in interpreting complexities and finding solutions
- Design & Support for networks
- Windows Client/MS Networking/Windows Server
- Implementation of Windows Network Infrastructure
- Networking for Home ,Small Business, Medium Business

- **WIRESHARK, TCP/IP ANALYSIS AND VMware,**

**\*References upon request\***