

LOUIS CANCHOLA

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Experience

Data Center Operations Engineer | Psychz Networks

December 2018 – July 2019

- Handle Multiple tickets a day through our help desk system, Ubersmith
- Troubleshoot network issues.
- Setup and configured cabinet network settings for co-location clients.
- Provision new orders
- Ran many copper and fiber runs
- Crimped cable
- Knowledge of fiber troubleshooting.
- Troubleshoot server hardware issues.
- Repaired computers and replaced GPUs, CPUs, and Ram on client servers.
- Racked and de-racked many servers and switches .
- Provided support to multiple facilities located in Dallas, Chicago, and Ashburn.

Jr Systems Admin | Encore VFX

November 2017 – November 2018

- Assisted VFX artists and troubleshoot software and hardware issues
- Assisted VFX artists in Vancouver, Atlanta, and Hollywood via Remote Desktop and VNC Viewer
- Handle Multiple tickets a day through our help desk system, Jira.
- Repaired computers and replaced GPUs, CPUs, and Ram on render nodes and Artists' machines.
- Configured switches and routers (Cisco, Brocades, and Dell Force10s switches).
- Deployed OS images and software using PDQ software deployment.
- Built deployable Windows 10 image for our machines.
- Provided support directly face to face with user and provided support via VNC viewer.
- Set up 100 render nodes at the data center in Core Site and performed maintenance on our render nodes at Core Site.

Computer Tech Support | Bert Corona Charter School

June 2016 – July 2017

- Assisted several teachers, students, and support staff members
- Provided technical support onsite, but also by phone and email.

- Handled several help desk tickets a day.
- Met many projects in tight deadlines..
- Managed several school computers (Mac OS, Windows, Chrome OS)
- Managed several school printers, VoIP phones, copiers, fax machines, and projectors.
- Managed Chrome books and iPads, and iPhones.
- Managed school computers and iPads using Mobile Device Management.
- Performed OS upgrades and system backups (NAS storage devices and Time machine)
- Provided mobile device support (Android, iPhone)

Valet Parking Attendant | LAZ Parking

June 2015 – October 2017

- Parked several cars in a parking garage/structure
- Ability to drive a manual transmission.
- Provided excellent customer support.

Note: I held two part time positions from June 2016-July 2017

Volunteer | College of the Canyons

September 2014 – June 2015

- Ran numerous tasks from faxing files, organizing files, printing files, delivered/transported items, and made/answered numerous calls in the counseling office.
- Volunteered at numerous organizations for Gamma Beta Phi and the Honors Club at College of the Canyons.



Skills

Operating Systems:

- Microsoft Windows Operating Systems, Windows Server 2012 R2, Windows Server 2016. Mac OS, Linux(Ubuntu, CentOS) Google Chrome OS, iOS,

Programming:

- Python, Web Page Design, HTML, CSS, JavaScript, Cisco IOS

Additional Software:

- Microsoft: Word, PowerPoint, Excel, Publisher, Access, and Adobe Photoshop.
- MDM (Mobile Device Management software) Jamf
- Oracle VM VirtualBox
- VMware ESXi
- NAS and SAN storage
- ARD (Apple Remote Desktop) and Remote Desktop (Windows)
- VNC Viewer, Screen sharing (Apple), TeamViewer
- PaperCut (Print Management)
- Windows Active Directory



Education

Information Technology | College of the Canyons

September 2013 – June 2015

Cumulative Grade Point Average: 3.67/4.00

High school Diploma | Fulton High School

September 2009 – June 2012

Overall H.S GPA: 3.50/4.00



Certifications



References available upon request.