Dean Jen

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QUALIFICATION

- 10+ years of experience in server and network configuration, troubleshooting, and maintenance
- 10+ years of experience in technical assistance via email, phone, remote desktop, and direct contact
- 10+ years of experience in computer desktop / laptop technical support and troubleshooting

TECHNICAL PROFIENTIES

OS Platforms: Windows 7, 10, Server 2008 / 2012, Android, MacOS & iOS
Applications: Microsoft Office 2013 / 2016; Hotel PMS/POS, McAfee SaaS, ePO
Data Imaging / Migration: Acronics, Ghost, Windows Backup
Virtual Platforms: Microsoft Hyper-V, VMWare Workstation
Remote Desktop: TeamViewer, Windows Remote Desktop, Join.Me, GoToAssist, Boomgar
Networking Attributes: DNS, DHCP, TCP/IP, Router & Switches, Firewall / SonicWall, & Wireless Access Point
Ticket System: SalesForce, ZenDesk, GoToAssist Service Desk, SpiceWorks.

PROFESSIONAL CERITIFICATIONS

- Microsoft MCSA 2016
- Cisco Certified Network Associate (CCNA)
- Microsoft MCITP 70-640: Configuring Windows Server 2008 Active Directory
- Microsoft MCITP 70-642: Configuring Windows Server 2008 Network Infrastructure
- CompTIA A+, Network+, and Security+

PROFESSIONAL EXPERIENCE

Brighton Management   **November 2013 – March 2018**
IT Support

- **End-user Helpdesk:** installation, configuration, troubleshoot, support (on-site and remote), and maintenance of various operation platforms. Create & deploy system image through Acronics & Norton Ghost. Utilization of ticketing system to manage end-user requests.
- **Email**: management of POP/IMAP, Exchange, & Office365 accounts. Configure email accounts on various platforms (Windows, Android, iOS)
- **Hotel PMS(Property Management System)and POS(Point of Sales) Systems:** installation, configuration, coordinate with franchise for support or refresh PMS (Hilton OnQ, IHG & Wyndham Opera, Starwood Galaxy & Lightspeed, and Marriott Fosse) & POS (Aloha/SDCR, MiCROs / Oracles)
- **Network:** configure and administrate managed switch (Cisco, Netgear, etc.), router/firewall (Meraki, SonicWall, etc.), and troubleshoot various LAN or WiFi issues. Assign & manage public IP addresses. Create & maintenance back office LAN
- **Security:** Deploy, monitor, and manage security suites (McAfee SaaS, ePO; Norton Security). Setup firewall for security policies, rules, black/white lists, etc.
- **Server:** Maintenance of Windows Server 2008 & 2012, Exchange Server 2013, & Active Directory,
- **Virtual Platforms:** configure & manage Microsoft Hyper-V & VMWare Workstation
- **Domain:** purchase, manage, and transfer website domain (GoDaddy), email domain (Rackspace & Exchange / Office365), and DNS records

Everest Group USA   **April 2013 – November 2013**
Desktop Support

- Plan, implement, install, operate and maintain systems hardware, software, operation system (Windows and Mac), and Information Technology infrastructure
- Troubleshoot and resolve technical issue with various OS platforms & applications
- Operate and maintain corporate network and critical network; protecting network asset

Eron Technology   **Sept 2011 - Jan 2013**
Technical / Customer Support

- Provide technical hardware and software support for clients through email, phone, or direct contact

- Handle customer problems, inquiries and complaints; resolve client issues with tact and care

HiRO Inc.   **Feb 2005 - Aug 2011**
Desktop Support / Jr. Administrator
- Install, configure, backup, support, and maintain Windows 2008 server environment
- Set up RAID configuration, backup and restore, and installation for Windows 2008 environment
- Install, configure, and support Hyper-V environment
- Troubleshoot and resolve technical issues with Windows XP/7, MS Office / Outlook
- Perform database administration through MS Access 2010 and SQL language
- Utilize Remote Desktop to provide technical remote support
- Install and implement new programs, modules, servers, hardware, network equipment
- Handle customer problems, inquiries and complaints; resolve client issues with tact and care
- Image machines utilizing Ghost and Acronics

MTI Laboratory   **Dec 2008 - Feb 2009**
Desktop Support / Jr. Administrator
- Install, configure, backup, support, and maintain Windows 2008 server environment
- Set up RAID configuration, backup and restore, and installation for Windows 2008 environment
- Install, configure, and support Hyper-V environment
- Provide Active Directory administration including Group Policy and group management
- Troubleshoot and resolve technical issues with Windows XP, MS Office / Outlook
- Provide remote support utilizing TeamViewer
- Support staff and end user with resolution of systems issues, malfunctions or software
- Operate and maintain corporate network and critical network; protecting network
- Image machines utilizing Acronics

Dell   **Sept 2008 - Nov 2008**
Helpdesk Technician
- Install and implement desktops / laptops, network equipment
- Install and configure local / network printers and print-server
- Support staff & end -users with resolution of systems issues, malfunctions or software problems
- Implement solution for new program installation, update, and data migration

HP / EDS   **May 2008 - Jul 2008**
Helpdesk Technician
- Install and implement servers, desktop and laptop, hardware, network equipment
- Support and maintain Windows 2003 Server
- Administrate Active Directory, GPO, and security groups
- Support staff & end -users with resolution of systems issues, malfunctions or software problems
- Implement solution for new program installation, update, and data migration
- Image machines utilizing Ghost

CyberPower   **July 2002 - April 2004**
Technical / Customer Support
- Plan, implement, install, and maintain systems hardware and software applications
- Provide hardware and software support for clients through email, phone, or direct contact

EDUCATION
University of California, Riverside: Bachelor in Computer Science

LANGUAGE
Bi-lingual: English / Chinese / Mandarin