

JOHN ZIMMERMAN

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Seeking a career that takes advantages of my skills and expertise as well as challenges me on a day to day basis. I look for and thrive in fast paced work environments and tasks that require quick, accurate, and critical thinking. I view myself as someone who analyzes the inside of a box but thinks outside of the box. I work well independently just as well as with a team on my side. My passion is technology and everything is encompasses and the ideal position will be one that takes advantage of the rapid change and growth of the technology world.

SKILLS

- Team player but also very self sufficient
- Familiar with system admin programs like SCCM, Kaseya, ConnectWise, Salesforce, etc.
- Troubleshooting and Issue Resolution
- Root Cause Analysis
- Ability to prioritize and organize tasks for quick resolution
- Perform timely workstation hardware and software upgrades as required
- WAN and LAN Networking concepts
- SharePoint, Cisco CLI
- Cisco, SonicWall, and other server class equipment experience
- Desktop and Server support
- Server class installations, configurations and deployments
- PC maintenance, upgrading and configurations
- Office 365, Exchange, Active Directory
- HTTP, DNS, SMTP, RTP, RDP, SSL, TELNET, TCP/IP, OSI Model
- Some HTML, JavaScript, Java, CSS
- VoIP Deployment and Support
- Firewall and Router Troubleshooting and Implementation

EXPERIENCE

JANUARY 2018 – MARCH 2019

TOOK A SEBITICAL FROM WORK TO TAKE CARE OF MY AILING MOTHER WHO EVENTUALLY PASSED AWAY.

SEPTEMBER 2015 – JANUARY 2018

TECHNICAL SUPPORT, APOLLO VIDEO TECHNOLOGY

- Primary admin for our online cloud management software
- Master admin for all our wireless equipment. This included installation, programing, coding, and deployment.
- One-person resolution from start to end for all technical issues.
- Used various systems to document, record and update current and future bugs, glitches, and issues relating to various electronics.

- Handled customer support related issues and created training documentation and support articles to increase productivity and provide more information to internal employees.
- Help develop new equipment like wireless access points and recording units to better serve our customer base.
- Handled customer support technical issues via email and phone.

NOVEMBER 2014 – MAY 2015

SYSTEM ADMIN, RESPONZA

- Used a custom API version of LogMeIn and ScreenConnect for remote access to customer machines
- Familiar with all versions of Windows Server
- Familiar with Exchange, Active Directory, RDS environments, Office 365, SonicWall and other firewall and networking equipment and protocols
- Microsoft gold certified
- Extensive knowledge on both desktop and server-side applications and environments
- Extensive work in virtual environments VMware esxi

JULY 2007 – SEPTEMBER 2012

VOIP ENGINEER/HELP DESK/ESCALATION MANAGER, MEGAPATH (FORMALLY SPEAKEASY)

During my career at Megapath I took over several roles, starting with the entry level Tier 1 support to being an VoIP/Network Engineer handling Tier 3 issues and escalations directly address to the CEO.

- Maintain detailed notes and WIKI through a ticketing system.
- Handled anywhere from 20-50+ tickets on a daily basis.
- Provided remote help on Windows, Mac, and Linux systems
- Technical knowledge of the OSI model, networking, and WAN/LAN concepts
- Router troubleshooting and configuration scripting.
- Further experience with managed routers, switches, VPN, and VLAN equipment
- Troubleshooting connectivity, including DSL, T1, EoC, from the last mile to the CO/POP and beyond
- Analyze root cause problems and implement fixes to prevent recurrences
- Triage and escalation procedures

EDUCATION

SEPTEMBER 2017

CCNA, NORTH SEATTLE COMMUNITY COLLEGE

Started the course work to get my CCNA. Not yet completed.

AUGUST 2009 – DECEMBER 2010

NETWORK ENGINEER, ITT TECHNICAL

Studies focused in gaining skills on designing, deploying and supporting data communication systems and infrastructures, networking concepts including WAN and LAN environments, TCP/IP, HTTP, DNS and DHCP and other protocols, multimedia design, technical planning, and business case analyses.

ACTIVITIES

During my spare time I love to keep up to date with technology both hardware and software. I look to further my knowledge by developing and building new systems or working on learning new concepts. Two systems I built recently was a NAS server and I also build a micro iTX machine that I use as a hardware firewall with custom open source software. I also have an entrepreneur mind set and in the past from 2009 – 2012 I created, ran, built and eventually sold my own custom server hosting business.