

# Alex Lee

35 Galilee Ln #1, San Francisco, CA 94115  
Mobile: (510) 717-7571      alee821@me.com

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## Education

### **DeVry University / Fremont, CA**

June 2011

*Associate's Degree - Network Systems Administration*

## Technical Experience

- PC hardware components, upgrading and troubleshooting
- Experience with Server 2008R2,
- Setting up Wi-Fi Windows XP, 7, 8/8.1 and 10
- Troubleshooting wireless and network connectivity
- Active Directory and NTFS permissions

## Software Experience

- Microsoft OS: Windows 98, XP, Vista and 7
- Windows Server 2008 & 2012 R2
- Chrome OS, IOS, and OS X

## Employment History

### **San Mateo – Foster City School District**

February 2016 – Present

*IT Technician*

- Support teachers and staff for 20 schools throughout the district
- Troubleshoot and configuring Chromebooks
- Reimaging of Windows desktops/laptops and Macbook Pro's
- Googles Apps administration
- iPad provisioning via JAMF

### **Fred Finch Youth Center**

June 2015 – January 2016

*Help Desk Technician*

- Provided training for new hires on using company issued laptops and technology
- Supported users throughout multiple sites
- Troubleshooting hardware and software
- Creating new user accounts in Exchange 2010
- Followed company policies for terminated employees

### **Minted**

October 2014 –February 2015

*Seasonal IT Associate*

- Provide first level support to 200 users onsite and remotely
- Managed SAmange ticketing system
- Creation of Google accounts, hosted Exchange and Active Directory
- Manage user accounts on backend hosted website

### **Westside Community Services**

February 2013 – July 2014

*IT Associate*

- Troubleshooting system and network problems, diagnosing and solving hardware software faults
- Tech support handled all user inquires and setup
- Asset management through NetFacilities
- Oversaw maintenance of Knowledge Base and Web Tutorials
- Pulled weekly Productivity Reports using Filemaker Pro 12