Julio Brito
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SUMMARY OF QUALIFICATIONS
- • Promote optimal performance, reliability, and security across core business systems
- • Results-driven professional offering a progressive, more than seven years career in information technology.
- • Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.
- • Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.

SKILLS
VMWare | Cable Management | Apple OSX operating systems and software | Microsoft Servers | Active Directory | Microsoft Exchange | Office 365 | VOIP | Computer Hardware | Bilingual in Spanish |

EXPERIENCE
Saca Technologies- Anaheim Hills, CA   System Analyst II   2018- Present
- Administer the Network. Remote support. Setup computers for clients. Work with Apple OSX desktop operating systems and software products. Setup and troubleshoot both local and network printers. Create tickets for clients that call for support (Internal CRM) and document everything. Work with Microsoft servers from 2008 R2 to 2016 R2, Microsoft Exchange, Microsoft Active Directory, Office365. Reset passwords as needed. Setup Outlook and troubleshoot Microsoft office applications. Server Maintenance and fix any alerts that may come up. Work on tickets escalated to me, to be worked overnight

TechHeights – Tustin,CA   IT Support Specialist   2018-2018
- Administer the Network. Remote and on-site client support. Setup computers and phones (VOIP) for new hires. Work with Apple OSX desktop operating systems and software products. Setup and troubleshoot both local and network printers. Create tickets for clients that call for support (AutoTask) and document everything. Work with Microsoft servers from 2008 R2 to 2016 R2, Microsoft Exchange, Microsoft Active Directory, Office365. Reset passwords as needed. Setup Outlook and troubleshoot Microsoft office applications.

LANWAN Enterprise- Irvine, CA   System Administrator   2017-2018,   2019- Present
- Answer any incoming calls from clients. Remote and on-site client support. Create tickets for clients that call for support (AutoTask) and document everything. Work with Microsoft Exchange, Microsoft Active Directory, Network Printers. Reset passwords as needed. Work with star2star phone systems (VOIP). Backup Maintenance (Backupexec).
- On-site tech for a Police Department. Maintain the network. Work on any computer issue the officers, Administrators and detectives may have. Project coordinator for all the upgrades we have in the PD. Server maintenance. Work with many vendors to provide the best support for our officers. Work with Police units and various different tech i.e Cameras (IP), GIS Mapping, Geo Location, Internal in-car camers, etc.

RunnerBoys – Irvine, CA   **System Administrator**   2016-2017
- Administer the Network. Remote and on-site client support. Setup computers and phones (VOIP) for new hires. Work with Apple OSX desktop operating systems and software products. Create tickets for clients that call for support (Repairshopr) and document everything. Work with Microsoft Exchange, Microsoft Active Directory. Reset passwords as needed. Setup Outlook and troubleshoot Microsoft office programs and VMWare.

TH2 Technologies – Lake Forest, CA   **System Jr Admin/Helpdesk**   2014- 2016
- Answered the phone as calls came in and created a ticket on a ticketing board (ConnectWise). Remotely supported issues that the clients called in for (reset password, Outlook issues, can't access a file). Worked on different versions of Microsoft Servers (Windows Server 2008, 2008 standard, Windows Server 2012, 2012 standard, 2012 R2). Worked on Active Directory, File Sharing, Printer Server. Setup computers at client sites and in the office. Built computers at the office. Worked with VMWare, Office 365, Exchange Servers, Share Point and OneDrive. Cleaned computers running anti-virus software to remove malware and viruses. Setup printers and phones. Data backup and Recovery.

  Documented everything on a ticketing board. Worked with Windows XP to Windows 10 computers. Run CAT 5-e, CAT 6 ethernet from the server room to across the offices.

Waterworks Aquatics – Irvine, CA   **IT Support/Maintenance**   2013- 2015
- Provided assistance to any IT related problem. Ran Ethernet cable between offices. Repaired computer, hardware and software issues. Configured outlook for new and existing employees. Managed the network infrastructure. Updated company website.