Eduardo Chavez

EddyChavez@outlook.com | (831) 290 0766

EDUCATION

SAN JOSE STATE UNIVERSITY
B.S. Business Administration
Concentration: Management Information Systems
Graduating December 2020 | San Jose, CA

EXPERIENCE

IT INTERN | SJC International Airport
June 2019 - August 2019 | San Jose, CA

- Deployed and administered a Microsoft Deployment Toolkit(MDT) server for rapid automated workstation deployment throughout the airport network.
- Tasked with bare metal installations of Windows Server 2016 and ESXi in addition to virtual server deployments through VMware vCenter.
- Developed a prototype customer service AI chat bot for flysanjose.com using Google's Dialogflow along with a corresponding Node.js webhook for dynamic responses.

IT HELP DESK COORDINATOR | San Jose State University
July 2018 – Present | San Jose, CA

- Support high traffic POS systems including diagnostics/repair and managing/updating workstation images.
- Provide Active Directory account administration and support VDI users at several sites across campus.
- Routinely patch and update VMware Horizon VDI images.
- Installed and maintain pay-for-print printer kiosks across campus.
- Designed and deployed an internal website for use as the homepage UI for all Dining Services info kiosks.
- Manage student technician scheduling and training on behalf of sysadmin.

IT HELP DESK COORDINATOR | Spartan Shops Inc.
June 2017 - July 2018 | San Jose, CA

- Oversaw the daily operation of the help desk, delegating tickets and tasks among a team of 4-6 techs.
- Trained an overall of 9 new techs, familiarizing them with all departmental duties and operations.
- Performed regular data center health checks and inventory.
- Developed and automated new solutions for image capturing and deployment. Reduced workstation deployment time by over 50%.
- Discovered an exploit within a POS system implementation, preventing the potential loss of thousands in revenue.
- Promoted from technician to the company's first undergraduate IT Help Desk Coordinator.

SKILLS

HIGHLIGHTS
Desktop Support
Hardware & Software Diagnostics/Repair
Systems Installation & Administration
IT Documentation
Virtualization & Imaging
Network Troubleshooting

SOFTWARE
Windows • Linux • MacOS X
Microsoft Office Suite • Google Suite
VMware(Horizon VDI, vSphere, ThinApp)
Microsoft Hyper-V • DISM

LANGUAGES
Python • Batch • PowerShell
HTML • CSS • JavaScript • SQL

CONCEPTS & PROTOCOLS
Active Directory • Group Policy
OSI Model • IP/TCP • IPv4 • IPv6
DNS • DHCP • NAT • VLAN • VPN
SSH • FTP • SMTP

COURSEWORK

Business Programming
Web Based Computing
Systems Analysis and Design
Database Management Systems
Network Security and Prevention
Networking and Data Communications

CERTIFICATION

COMPTIA A+
Exp. August 2023
Verification: **QL69NSCW7890V0CC**