

Shant Deo

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Professional Experience

IT Support Engineer - OSIsoft, LLC., San Leandro, CA

May 2015 – November 2019

- Active Directory – creation of user account, troubleshooting AD objects, setting SPNs, creation and management of distribution and security groups, configuration of service account . Windows Virtualization Support
- Cisco Call Manager – device/user profile configuration, Cisco IP Phones 7942, Cisco IP Communicator
- Exchange – shared mailbox creation, mailbox delegation, mailbox permissions
- Office 365 – user and resource mailbox management, migration from Exchange 2010
- Support of server roles – Windows Server 2008 – Server 2012 R2, servicing DNS/DHCP requests, file permissions
- Support of desktop software - Windows 7 - 10, MSOffice/Visio/Project 2013 – 2016, client-side DNS/DHCP issues
- Support of desktop hardware - Dell Latitude/Precision, Microsoft Surfaces, Windows Phones, Android, iOS
- Support users in person, and remotely (via E-mail, Phone, Skype for Business, TeamViewer) and record tasks in Request Tracker ticketing system
- Configuring Big IP (F5) and Riverbed
- Training of new IT employees

Senior Systems Administrator - Math and Science Research Institute, Berkeley, CA

Mar. 2014 – Nov. 2014

- Management of IT Operations – liaise management for IT development, disaster recovery procedures
- Support of current technologies – Windows 7 – Windows 8, Macintosh OSX 10.8 (Mountain Lion) – 10.10 (Yosemite), Ubuntu, Google applications (Gmail, Calendar), MSOffice 2010-2013
- Support of network infrastructure – Fortinet firewall, Juniper switches

IT Director / Network Administrator - Life Chiropractic College West, Hayward, CA

Jan. 2005 – Aug. 2013

- Management of department – ensure the integrity, reliability and security of company data and systems, supervise and train staff, manage department budget
- Design and deployment of new technologies and processes - ticketing system, WordPress, IIS, digital X-ray database, Aerohive wireless infrastructure, disaster recovery procedures, NEC phone system, Microsoft VPN, SAN, Clustering, Hyper-V, Cisco ASA, Barracuda, fibre optics, WordPress
- Planning and executing technology upgrades – Netware Servers to Windows Servers, R16 to R18, Datatel to MSSQL, Exchange 2003 to Exchange 2010, Windows Server 2003 to Windows Server 2012, analog phone system to VoIP, Windows 7 to Windows 8
- Support existing technologies – Datatel, Windows, Macintosh

Network Administrator - Life Chiropractic College West, Hayward, CA

Jan. 2001 – Dec. 2004

- Management of Network – Cisco router/switch/firewall setup and deployment, backbone fibre design and upgrade, phone system upgrades, VPN design and deployment, wireless design and deployment
- Deployment of Servers – Windows Server, Red Hat, SUSE Linux, Netware
- Support of Applications/Database - Datatel, Microsoft SQL, Sybase, E-mail (Exchange, Groupwise)

Helpdesk, PC and Network Technician - Life Chiropractic College West, Hayward, CA

Mar. 1997 – Dec. 2000

Property Manager - Alton Management, Oakland, CA

Sept. 1996 – Feb. 1997

Head Of Department (PEMAC) - Ministry of Education, Fiji

Jan. 1988 – Aug. 1996

High School Teacher - Ministry of Education, Fiji

Jan. 1981 – Dec. 1987

Technologies

- Operating Systems: Windows Server 2000 – Windows Server 2016 , Cisco IOS, Novell Netware, Red Hat, SUSE, Ubuntu, Big IP (f5), Riverbed, Windows NT 4 – Windows 10, Duo Multifactor Authentication
- Applications: Exchange 2007 – Exchange 2013, MSSQL 2005, MSOffice 1997 – MSOffice 2016, Office 365
- Communications: Cisco Call Manager, Polycom Equipment, Lifesize Equipment, Blue Jeans
- Networking: Cisco Firewalls ASA and PIX, Cisco Routers and Switches, Meraki, Fortinet, Juniper Networks, SonicWALL, Aerohive Networks, NETGEAR

Education

- Database Administration – Datatel, Inc., 2005
- Microsoft MSCE Certification Courses - San Francisco, CA, 2003
- CCNA Certification Course - Cisco Academy, Hayward, CA, 2000
- Diploma in Computer Studies: , 1988 ; Bachelors In Education, 1980

