I look forward to getting the most from a company’s technology investment, by functioning as an innovative infrastructure professional who takes pride in building complex solutions with basic technology. As a tenacious problem solver, I focus on helping people in need & making equipment work. Achievements allow me to convert challenges into building blocks to learn new technology, master advanced skills and streamline processes.

## Professional Experience

**Children Hospital Orange County (CHOC) June 2020 – September 2020**

*COVID-19 Technology Help Desk*

Responsible for ensuring that Doctors, Nurses and Essential staff were able to work securely and safely by remote. The project entailed assisting users with remote connectivity. Whether by VPN, RDP or Citrix. Along with using a service desk tool (ServiceNow) we were able to take calls, create incidents and requests to meet SLA requirements. I also created a command center for the employees to pick up corporate laptops that we configured for secure access to the office.

**Exchange Hub February 2019 – March 2020**

*Microsoft Professional*

Design and deploy MS Exchange Architectures. Install MS Exchange 2010/2013/2016 servers. Design and deploy HA environments. Configure database availability groups and CAS Arrays. Deploy Exchange remotely on international locations. Create Backup and Disaster Recovery plans. Monitor/Test full and incremental/differential Backups Cross-forest Exchange migration and maintenance. Migrate user mailboxes, Security Groups, Distribution Lists and Contacts. Deploy and migrate Office 365. Monitor Azure AD synchronization. Migrate/Rollback user mailboxes. Create message trace reports. Responsible for planning, evaluating, implementing, monitoring, maintaining, testing, documenting, and providing technical support for systems infrastructure. Responsible for monitoring new technology developments/changes that impact infrastructure.

**ProActive Business Solutions** **December 2018 – February 2019**

*IT Specialist*  
Took on all the technology tasks that an organization does not have the time or resources to handle on its own. These range from relocating data centers to upgrading desktops. Tailored solutions to meet the user needs, providing:

**Technical**

* I have experience with managed services (work on an ongoing basis).
* Responsible for project-based assignments (one-off or periodic jobs).
* Accurately complete standardized inventory sheets and layout of equipment.
* For relocations: Ensure equipment labels are accurate with origination/destination information.
* Disconnect PC/Server equipment and peripherals at location.
* Reconnect PC/Server equipment and peripherals to exact specifications listed on the move sheet.

**ComputerSPIN** **January 2006 – December 2018***Network Engineer*Maintain the functionality of all server infrastructures across production, pre-production, and back-office environments including workstations, software, hardware, and copiers. Solved all technology related operating problems. Work on call as needed on weeknights/weekends and holidays.

**Technical**

* Perform installations, upgrades and migrations of computer hardware, software, and network equipment.
* I prevented risks that occur with unlicensed software by maintaining extensive databases of software licenses and updates to ensure current versions.
* Respond to technical support requests via telephone, email and in person to PC and cell phone users.
* Maintain user functionality by troubleshooting proprietary software, PCs, servers and antivirus software. Created daily backups jobs of data and emails along with testing restores.

**Skills Used:**

* Use remote desktop connections on desktops or via terminal server environments.
* Use imaging tools for deployment of desktops.
* Wireless, Firewalls, Routers, VPNs, Active Directory, MS Exchange, DNS, DHCP, TCP/IP, Windows 10, Windows 2008/2012.

## Educational Background & Career Certifications

Certifications: Microsoft Certified Professional MCPID: 258404

References available upon request.

**Recent Achievements**

* I detected and prevented a ransomware cyber-attack for a law firm by implementing an upgraded cloud-based security system that detects unknown threats with lower cost of ownership.
* I recently converted a company to a more efficient paperless environment by using Multi-Function Copiers that can email outbound & profile scan all incoming paper documents to the network along with streamlining costs for printing.
* Over 91 percent of attacks start with phishing emails. Therefore, I implemented a cloud-based solution that provides more security and continuity. This is anti-spam and malware protection *before* it reaches the office to protect the company from human error as a top priority. In addition, there is uninterrupted access to live and historic emails, attachments and calendars from desktops and cell phones even when an on or off premise mail server goes down.