Joel Diaz

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# SUMMARY

Highly motivated and versatile IT Help Desk that wants to take lead in the industry. A problem solver that will learn new environments and technology as efficiently as possible.

# PROFESSIONAL EXPERIENCE

**Starpoint Properties LLC, Beverly Hills March 2018-May 2020**

**IT Help Desk**

* Managing corporate user workstations as well as remote property user workstations, troubleshooting and fixing computer/network issues remotely using TeamViewer and on site as needed.
* Administer ESET Remote Administrator, Solarwinds IPAM, AdAudit Plus, and Ubiquiti Unifi on premise console.
* Creating AD users, Exchange emails, and Skype for Business users for incoming employees as well as set up their workstations with Office, Adobe, ESET, and other miscellaneous programs.
* Configuring and replacing workstations in the event of a workstation hardware failure. This would also apply in the event of the need of an upgrade.
* Configuring and replacing Polycom phones as well as setting up with Plantronics headsets.
* Deploying firewalls, Access Points, and managed switches to properties in event of hardware failures
* Researching and deploying new technology both hardware and software making the workflow as efficient as possible.
* Providing customer service through email and phone handling Windows/Mac and mobile device support.
* Supporting 70+ end users over the phone and email with step by step instructions with troubleshooting and fixing desktop/printer related issues.
* Remote desktop customer support with troubleshooting software related issues and resolving in a timely fashion.

**Sutton, Pakfar & Courtney LLC, Beverly Hills March 2018-May 2020**

**IT Consultant**

* Configuring and troubleshooting printers as well as workstations.
* Coding new extensions for incoming employees using Asterisk as well as configuring Polycom phones.
* Troubleshooting phone system issues through Asterisk.
* Replacing workstations and workstation hardware in the event of failure.
* Providing desktop support over the phone as well as through email by providing step by step instructions.
* Administering Asterisk phone system for VoIP phones.

**Unibail-Rodamco-Westfield, Century City September-October 2019**

**Senior Desktop Engineer**

* Providing Level 3 support using ServiceNow ticketing system for over 500 users across the United States.
* Deploying new workstations to both corporate users and remote locations.
* Configuring Cisco VOIP phones using Cisco Unified Communications Manager.
* Adobe Creative Cloud admin: managing license use and provide auditing.

**Barfresh Food Group Inc., Los Angeles June 2019 (one-time contract)**

**IT Consultant**

* Configuring and deploying Cisco ASA 5506x
* Installing CCTV cameras as well as configuring DVR for 24-hour surveillance recording.
* Setting up workstations for corporate office move and installing internet in their office.
* Configuring Open Mesh access point for in office Wi-Fi
* Provided desktop support through email as well as over the phone.

**Sun City Medical Center, Sun City March 2019 (one-time contract)**

**IT Consultant**

* Provisioning, configuring, and deploying VoIP phones (Polycom VVX410)
* Installing CCTV cameras as well as configuring DVR for 24-hour surveillance recording.

# EDUCATION

# North Hollywood Senior High School (Class of 2015)

# Santa Monica College (Currently Enrolled)

# RELATED SKILLS

* Excellent at problem-solving technical issues efficiently
* Effectively handle multiple tasks simultaneously
* Demonstrated ability to acquire and apply knowledge rapidly
* Able to work in a team or independent environment
* Excellent customer service both over the phone and in person
* Very flexible with working in an isolated environment as well as team environment.
* Bilingual (Spanish)

# TECHNICAL SKILLS

* Windows 10, Windows 7, MacOS, Linux Fundamentals (CentOS, Ubuntu)
* Microsoft Exchange Server 2016 administration
* Microsoft Office products O365, 2016/2013/2010
* Antivirus/AntiMalware- Eset Remote Administrator, Malwarebytes, Bitdefender
* Remote support experience – TeamViewer 10-14, MS Remote Desktop (RDP)
* Wi-Fi Management – Google Wifi, Linksys Mesh, Cisco Meraki, Ubiquiti Unifi, Open Mesh
* Networking Experience – Cisco Basic Configuration (5506x, 5505x), Cisco ASDM
* Enterprise server hardware experience with HP ProLiant Gen9, Gen 8, Gen 7
* NAS management- Synology
* Veeam Endpoint Backup 3.0 administration
* VoIP configuration and administration- Polycom CX600, VVX410, VVX411
* Asterisk 6.0 administration
* Deployed domain in isolated lab environment and deployed domain controllers
* Yardi Voyager administration
* Windows Active Directory administration
* CCTV camera installation and DVR/NVR configuration
* Windows Server 2016, 2008 R2, 2012 R2
* VMware administration
* Skype for Business server administration
* Solarwinds IPAM deployment and administration
* AdAudit Plus deployment and administration
* FTP server (FileZilla) deployment and administration
* Mac/iOS troubleshooting and repair for software related issues
* ServiceNow ticketing system
* Cisco Unified Communications Manager