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### Objective

Seeking a technical career.

# Special skills and work experience

* Solid computer skills. Excellent working knowledge using PC & Mac systems; Linux, Android, MS office as well as diagnosing & troubleshooting.
* 15+ years of customer service in critical fast pace environments. Excellent verbal and written communication.
* 10+ years experience building, configuring, maintaining PCs and networks for corporate or small user groups.
* Knowledgeable understanding of Hardware and Networking.
* Experienced in deploying / troubleshooting mobile devices. All iOS and Android version with other varieties.
* Troubleshoot and maintain printers, scanners, and fax devices from makes such as HP, Canon Xerox etc
* Worked on multiple database/ticketing systems such as Remedy y, Vantive, Peoplesoft, Oracle, Applix, Symantec Altiris, Siebel, and Rightnow.
* Experienced in clean room and ESD sensitive work environments.
* Physically in great shape and have ability to carry weight above 150 lbs for hands on racking, printer setups, etc.
* Over 1 year managing and supervising experience.

## Technical Work History

***Saama. (Temp position: contractor)*** *Palo Alto, CA 94305. 02/20 - 05/20*

*IT SUPPORT*

* Software / Hardware Install, trouble shoot and setup.
* Use and support Zoom, Jira ticketing system, Google hangouts Microsoft office 2016.

***PARC a Xerox company*** ***(PALO ALTO RESEARCH CENTER)*** *(Temp position: contractor) Palo Alto, CA 94305 09/19-10/19*

*IT Helpdesk*

* Software / Hardware Install and setup.
* Data Migration / software and/or hardware update and installation
* Help when available IT tasks unassigned in ticketing system
* Troubleshoot and resolve issues with VOIP and POE connections

***Stanford University*** *(Temp position: contractor) Palo Alto, CA 94305 01/14-06/14*

*IT / CRC*

* End user desk side support.
* Decryption and Encryption of multiple types of security software. Example: Bitlocker, Filevault, PGP, Mcafee.
* Use of NetDB to generate modify, delete network configuration information for internal network services.
* Software / Hardware Install and setup.

***Yahoo! Inc.***  *Sunnyvale, CA 94089 07/11-11/13*

*IT / GSD – Desk Side Support*

* Setup and support new hires and technicians nationwide to 30+ Yahoo locations. Also support Work from Home.
* Support internal users for all IT related issue including laptops, desktops, desk phones, wireless phones and network
* Troubleshoot all hardware and software issues for Windows, Macintosh, and Linux
* Image and deploy Window XP, Windows 7, Mac OS X and Red Hat Linux systems
* Imaging systems through various methods such as PXE, Ghost, USB, and CD. Platforms commonly issued are Windows XP, Windows 7, OSX Snow Leopard, OSX Lion, and Red Hat Linux.
* Help our Technical Services department with projects. Imaging protocols, documentation, hardware recommendations, beta stabilization, optimizing, etc.
* Image and deploy systems for New Hires. Up to 120+ systems per week. System standards may vary from fully encrypted, mobile with configured floating IPs, 3rd party software, internal software synchronization, and Smart Card access.
* Work on tickets that come into department queue for various requests. Custom hardware request, inventory shipping, data request from term users, syncing systems for network access, etc.
* Implement and rollout RSA token due to security reason to meet SLA
* Interview new candidates and train new hires in the Deskside department.
* Part of high profile acquisitions team. Responsible for providing hardware / custom software setups. Face to face and over phone training and support.

***Fenwick & West LLP*** *Mountain View, CA 94041 03/10-07/11 Service Desk IT Support*

* In charge of Hardware support, setup, and inventory. (Desktops, laptops, phones, Air Cards, peripherals, etc.)
* Support users across various location sites via phone, e-mail, remote, video conference, and in person. Troubleshoot / setup all hardware and software provided by IT.
* 24x7 personal IT support to assigned partner lawyers. Rotation on 24x7 support for the entire Firm.
* Monitoring of Virus/Malware of computers within the companies domain. Cleaning and preventing of malicious software.
* Deploy roll outs at Mountain View and Seattle sites for Windows 7, MS office, hardware/software upgrades.
* Support remote users via Altiris, RDP, and GoToAssist.
* Assist during hardware/software maintenance in the companies Server room and Data Center.
* Imaging systems with Ghost / Altiris.
* Setup & Support Audio/Video conferencing. HD Camera Video shoots, go to meetings, wireless mics, and multiple projector/plasma displays setups.
* Lead a small team for firm wide Windows 7 rollout.

***Wilson Sonsini Goodrich & Rosati - Fenwick & West LLP***  *Mountain View, CA 94041 09/08 -03/10*

IT / Service Desk / Analyst (Contract Temporary Assignments

* Provide computer, network, and software support to the end-user community via telephone, email, remote-access, or in person.
* Provides solutions to computer hardware, operating system, network, mobile devices, printers, peripherals and application related problems.
* First-line investigation and diagnosis of incidents.
* Ability to communicate in a professional and courteous manner while maintaining contact ownership.
* Performs other related duties and on-call as assigned.

***Equinix***  *San Jose, CA 95131 07/06 – 07/08*

ERC Specialist

* Respond to incoming telephone calls and emails for internal or external customer requests within established service levels.
* Enter all requests into online ticketing systems for tracking purposes, and assign appropriate responsibility for problem resolution.
* Troubleshoot, document, escalate, and manage trouble resolution.
* Bridge field and headquarters personnel into conferences with customers when necessary to ensure problem resolution.
* Enter Customer orders into ticketing system (Oracle) for order fulfillment within established service levels.
* Monitor ticketing systems and alarm systems for any pertinent information and respond according to set escalation guidelines
* Where applicable, using available tools, remotely administrate and configure systems for quick order fulfillment or problem resolution.
* Proactively notify customers and internal personnel on status of critical tickets.
* Provide and manage all customer maintenance communication along with issue management and communication.

***Terremark World Wide***  *Santa Clara, CA 95051 01/06 - 07/06*

Tech 1/NAP West

# Assist customers by request of trouble tickets to work on their equipment. Can vary from power management, hardware/software installation, configurations, etc.

* Installation of inside wiring and terminating at customer and carrier ends. Run various types of media such as cat6, fiber, electrical, coax.
* Install/build server racks, anchoring, ladder racks, and fiber trays.
* Help with co-location facility temperature and electrical jobs when needed. Redirect Use of Remedy as a ticketing tool and Excel for daily reports.

#### SBC Yahoo San Ramon, CA 94583 03/04 – 12/04

Tier 2 Technical Support

* Expertly answer and solve issues that arise within customers DSL needs.
* Trouble shoot network from ISP end to user end to resolve connectivity issues.
* Help customers configure Operating Systems, which include Windows and Mac OS, and any SBC issued hardware and software that may include modem, router, NIC, wiring, and filters so user can access the Internet.
* Update and maintain customer database and network circuits.

***Namco Hometek*** *San Jose, CA 95131 01/03-11/03*

QA Inspector

* Quality Assurance testing for gaming software on multiple platforms.
* Reporting and updating errors in network database using File Maker Pro.

***McAfee.com*** *Sunnyvale, CA 94085 08/02-11/02*

Customer Support

* Provide professional and timely assistance for McAfee.com customers via email and telephone
* Answer customer inquiries on all McAfee.com products.
* Effectively use all Customer Support tools in a Windows XP professional-networking environment to process orders, refunds, and customer account changes.
* Handle an average of 60 phone calls per day (subject to change).
* Log all customer contacts according to defined procedures.
* Investigate and report critical support issues to management team
* Escalate issues to appropriate resources and according to defined procedures

## *Conru Interactive* *Palo Alto, CA 94301 09/01-01/02*

Technical/Customer Support

* Provide customer end user support
* Use of Linux in a 24x7 call center environment
* Monitoring of all services and infrastructure provided
* Quickly identify and resolve issues that arise
* Met and exceeded daily quotas set by management

***e-Manage.com a division of Acropolis Systems*** *Milpitas, CA 95035 05/00-05/01*

MSOC level 1 technical support (*NOC tier 1 tech*)

* Assist setup, maintain and troubleshoot a nationwide network of collocation point of presences. Experienced using Sitescope as monitoring software.
* Work in a 24x7 Network Operations Center (NOC)
* Maintaining customer contact database
* Provide customer technical phone and e-mail support
* Routine desktop and network maintenance including troubleshooting, rebooting servers, and preventative measure.
* Opening and closing trouble tickets with program Vantive.

***Private Consulting*** *01/98 - current*

PC, mobile technology, multimedia, and home network design

* Building PC systems towards user needs from basic home user online PCs to top of the line over clocked gaming rigs used for PC gaming competition.
* Installation of any requested Operating Systems and software for security, office, media, and gaming.
* Setup broadband connections from selected carriers. Design and implement networks of gigabit Ethernet to compatible wireless protocols for small office users to meet their needs.
* Trouble shoot remotely using Windows provide remote services, PC Anywhere, GoToAssist, and/or Logmein.
* Provide phone support when needed, providing verbal visual instructions step by step to resolve any issues
* Upgrade systems hardware and software. Everything that can be upgraded as simple as memory to software updates for security, OS, Bios, etc.
* Teach users step by step how to operate new software effectively.
* Digital phone setup using VOIP, SIP connections, and single phone number rerouting.
* Mobile device configuration for email use on push/pull technology on IMAP or POP3 protocols. Setting up Bluetooth/Wi-Fi secure connections, mobile office, PC/Laptop/Smart phone synchronization, and miscellaneous multimedia and communications software. Mobile broadband setup with laptop PCMCIA cards, USB modems, and smart phone tethering.
* Setup of multimedia servers from a plain hosting PC, dedicated Windows Home Server, NAS, to gaming consoles

## Education

#### De Anza College GE classes Cupertino, CA 95014 09/97-06/99

***Foothill College***  *Networking / Linux (part time) Los Altos Hills, CA 94022 04/06-12/07*