IT professional with over 15 years of experience. Extensive background in server, desktop, laptop, smart phone and tablet) support. Self-motivated, results-driven problem solver with expert written, verbal, and interpersonal communication skills. Adept in organizational skills and fitting within a team. Seeking a responsible yet challenging position requiring expert technical, analytical, and leadership role to make best use of my skills in Information Technology.

**Summary**

**SOFTWARE:** Windows Server 2003 - 2016, Windows 3.x - Windows 10.x, Microsoft Office 2003 – 2019 (Outlook, Word, Excel, PowerPoint, etc.), Office 365, Active Directory, Exchange Management, SCCM, MSTSC/Remote Desktop Connection (RDP), Google Apps (Business), Norton Ghost, Norton Anti-Virus, SEP, McAfee Anti-Virus, Kaspersky Anti-Virus, Legal Key, Relativity, Filesite/Desksite (iManage), Remedy, Salesforce, Desk.com, dozens of various proprietary software(s).

**CLOUD SOFTWARE:** AWS, Google Drive, SkyDrive/OneDrive, iCloud, Azure

**PROJECT MANAGEMENT:** Workfront, Trello, Jira/Confluence, Asana, Smartsheet, Basecamp, as well as various proprietary workflow and project management software(s).

**Experience:**

**APM Music** (<http://www.apmmusic.com/>)  **September 2015 – March 2020**

Hollywood, CA

**IT Operations Manager June 2017 - September 2019**

* Supported 70+ staff, 11 in Technology
* Monitored cases/tickets/incidents and delegated appropriately
* Create new users in Exchange and/or Active Director
* Work in AWS
* Work in vSphere managing virtualization
* Make purchases on Newegg.com, Amazon, EBay, CDW, etc.
* Planning of events: E-Waste, Project Management, Company Meetings,
* Manage software and hardware development cycles
* Worked closely with department heads across teams and executive management
* Advanced problem-solving skills and self-motivated working with minimal supervision

**Systems and Network Engineer October 2016 – June 2017**

* Create new users in Exchange and/or Active Directory
* Delegated workflow effectively managing the case/ticket load in queue
* Ran several internal training sessions (Windows 10, Office 2016 and 2019)
* Monitored SEP (Symantec Endpoint Protection - Norton)
* Keep records up to date for Inventory/Asset Management
* Upgrade and maintain server(s)
* Monitored server condition (Bandwidth, Health, etc.)
* Back up Tapes for data disaster recovery

**Technical Support Analyst September 2015 – October 2016**

* Supported 70+ staff
* QC custom Windows 10 image
* Installed new VPN
* Helpdesk queue management
* Deploy Audio updates on Mac using Sound Minder HD

**Katten Muchin Rosenman LLP** (<http://www.kattenlaw.com/>) **April 2013 – December 2014**

Century City, CA

**Support Analyst (Contract)**

* Supported 200+ staff
* Analyze where support is needed and delegate IT responsibilities to subordinates
* Meet with IT teams to better facilitate IT operations
* Deployed laptops/desktops and upgraded necessary components (HDD, SSD, RAM, etc.)
* Repair business grade printers
* Locked hard drives with encryption software
* Setup/break down offices with computer equipment
* PA to IT manager
* Maintained computer lab for accessibility and orderliness
* Setup video and teleconferences for meetings
* Handle RMAs
* Worked in a legal office environment
* Use of legal software and instruction in operation to legal staff (Legal Key, iManage/Filesite, Office 2010, etc.)

**TEK Systems** (<http://www.teksystems.com/about-us>)

**Katten Muchin Rosenman LLP (contract) October 2012 – March 2013**

Chicago, IL

**Hardware Technician (Contract)**

* Supported 1500+ staff
* Imaged new computers with proprietary legal software and custom Windows 7 image
* QC images with checklist to ensure build quality and applications worked successfully
* Deployed laptops/desktops and upgraded necessary components (HDD, SSD, RAM, etc.)
* Monitored tickets and physically resolved users daily issues Help Desk was unable to resolve
* Mapped Network Printers/Drives
* Connected Hardware (Dell Optiplex, Lenovo ThinkCentre, ThinkPad) and replicators/docking stations, and misc. peripherals/dongles
* Worked in a legal office environment
* Use of legal software and instruction in operation to legal staff (Legal Key, iManage/Filesite, etc.)

**Sidley Austin LLP** (<http://www.sidley.com/>) **June 2012 – February 2013**

Chicago, IL

**Windows 7 Deployment Manager (Contract)**

* Supported 2000+ staff
* Upgraded firm staff from Windows XP to Windows 7
* Supervised daily activities and report to Technical Services Manager
* Imaged and deployed new computers with Windows 7
* Met with users to maximize satisfaction and assist with questions in new OS
* Acted as senior liaison between Day Deployment team and Evening Deployment Team Lead
* Provided senior leadership in maintaining in-depth knowledge for issues, application installation, problem resolution, and other office productivity procedures
* Repair business grade printers
* Worked in a legal office environment
* Use of legal software and instruction in operation to legal staff (iManage/Desksite, Relativity, etc.)

**Combined Insurance Company of America (CICA) (Contract) May 2012**Chicago, IL

**Desktop Support (Contract)**

* Supported 400+ Staff
* Imaged new computers with proprietary software and custom Windows XP image
* Connected new computers and necessary tools (drivers for GPU, mouse, keyboard, monitor, etc.)
* Mapped network drives
* Mapped printers by IP address
* Resolved tickets made to fix general office issues with software and hardware
* Installed proprietary software for private business use and VPN software for teleworkers
* Used disk cloning software to push software and image to new computers
* Used and trained users on insurance software

**Brookdale Senior Living (Contract) April 2012**Chicago, IL

**Desktop Support (Contract)**

* Took apart computers to salvage the HDD for archival/disposal and RAM recycling
* Assist staff with relocation of computer equipment and related peripherals to another office
* Categorized computers for relocation
* Categorized HDD, software, and other hardware for storage and archival
* Documented issues via ticketing software

**Kaplan Inc. (Contract) January 2012 – March 2012**Chicago, IL

**Google Migration Agent / Technology Support Analyst (Contract)**

* Answering questions related to migration from Outlook to Google Apps (Business Gmail)
* Reset/Unlock accounts and change privileges/groups in Active Directory

##### Remoted to Clients with LANDesk and Windows Remote Desktop Connection (SCCM)

* Documented issues via ticketing software

**Comcast NBC Universal** (<http://corporate.comcast.com/our-company>)

**Office Manager 2009 – 2011**

Largo, MD

* Supported staff of 150 - 200
* Lead, manage, and motivate subordinates

##### Trained and oriented staff on center policy, procedures, and other business needs

* Maintained communication with call center supervisors in regards to call representative’s actions
* Maintained office efficiency by planning and implementing office regulations and layouts
* Coached, counseled, and disciplined employees; planning, monitoring, and appraising job results
* Ordering of Miscellaneous Office Supplies

**Help Desk Technician / Desktop Support 2008 – 2009**

Largo, MD

* Supported 2500+ staff across several states
* Trained in various telecommunications software and proprietary software

##### Trained and oriented staff on call center policy, procedures, internet protocol, and other support services

* Connected mouse, keyboards, headsets, and other misc. peripherals
* Troubleshoot various internal computer related issues via phone and in person
* Installation of computer parts (RAM, Hard drive, GPU, etc.)
* Responsible for high volume resolution ticketing
* Perform maintenance on business grade printers
* Reset/Unlocked users in AD (Active Directory)
* Grant access to network resources (network shared folders, mailboxes, distribution lists and calendars)

**Customer Account Executive I – IV 2007 – 2008**

Largo, MD

* Provided phone support for Comcast customers on sales, troubleshooting, and billing
* Handled high volume of calls while adhering to strict QC Metrics
* Promoted, recommend, and up-sale products and services
* Document issue resolution via ticketing software
* Trained in variety of proprietary software

**Communication Network Technician I - III**  **2003 – 2007**

Chicago, IL

* Excellent verbal communication in public related events
* Inventory and asset management
* Maintained standards of excellence, serving as an ambassador and liaison (Comcast Corp. to public)
* Connected customer’s equipment to Comcast equipment
* Used networking cables (RJ45 Ethernet) and various coaxial cables
* Expert knowledge of HFC Network
* Ability to work independent without supervision
* Reviewed documentation and kept client confidentiality

Skills:

* Ability to rapidly learn and become proficient in the use of existing and new technologies as well as various software/hardware
* Superior Interpersonal Communication skills
* Able to perform maintenance on various business grade printers (HP, Canon, Xerox, etc.)
* Can lead, manage, and motivate people in the field and office type environments
* Can work independently as well as in a team and/or manage personnel.

**Education:**

**Los Angeles Trade Techncial College (LATTC) *A.S. Business Management* Los Angeles, CA**

**International Academy of Design Technology (IADT)** ***B.A. Interactive Media* Chicago, IL**

**CompTIA A+ certification**

**CompTIA Network+ certification**