# Brent Zolezzi

Tracy, Ca 95376

brentzolezzi@yahoo.com

408-386-6462

* Network Security, PC Technician Internship experience
* Six years of customer service and communication skills
* Detail and deadline oriented, troubleshooting abilities
* Experienced in setting up networks
* Built my own fully functional PC from scratch bare bone.
* Authorized to work in the US for any employer
* EPA Universal License.
* Green Awareness Certificate
* HVAC Certificate
* 3 years working with Salesforce ticketing system

**WORK EXPERIENCE:**

**Tier 3 Technical Support Engineer**

Barracuda Networks Inc. - San Jose, CA - March 2016 to Present

* Provide technical support to customers and resellers over email, phone and chat mediums
* Create, revise and publish internal and public facing product solutions
* Document, escalate and follow through with product bugs and/or issues
* Exceptional telephone etiquette
* Persistence and attention to detail
* Exceptional problem solving and troubleshooting skills
* Effective communication skills including comprehension, written and verbal skills
* Basic knowledge of LINUX/UNIX OS including, but not limited to UNIX / LINUX/SUN/BSD/ MAC etc.
* Technical understanding of one or multiple of the following protocols and systems; Networking technologies such as TCP/IP, Routing, ARP, DHCP
* Application layer technologies including, but not limited to DNS, SSL/TLS, SMTP, POP3/IMAP, HTTP/HTTPS, SMB/CIFS, NFS

**IMAC**

Milestone Technology - Fremont, CA - January 2014 to January 2018

* De-install and reinstall all external components of a large variety of computers.
* Fill out documentation and inventory as needed Perform proper cable management for all components.
* proficiently disconnect/reconnect PC workstation and peripherals
* ensure equipment is accurately labeled with origination/destination information
* using power drills and hand tools Basic knowledge of server environment

**Security Guard**

GuardsMark - Santa Clara, CA - January 2012 to March 2014

* Patrol facility all floors, monitor and provide security when needed
* I do monthly fire extinguisher check making sure that they are ok to use if needed.
* I assist Customers who are returning their rental car find the terminals or picking up a rental car if the

companies are closed.

* Alert proper authorities of any suspicious activities and documentation of incident and events

**EDUCATION**

**Bachelor of Science in Information Technology**

Arizona State University-Online - San Jose, CA

August 2016 to Present

**Associate of Applied Science in Network Security**

Heald College - Milpitas, CA

2012 to 2013

SKILLS

Linux, Microsoft Office, Salesforce

ADDITIONAL INFORMATION

**Skills:**

* Microsoft Office 2003, 2007, 2010
* Linux- Fedora command lines
* Backup and Recovery of hard drives
* Hardware/Software Installation Anti-virus, OS, Hard drives, Memory, Wireless cards, Video cards, Anti-

Spyware, Virtual PC( Oracle box, Microsoft virtual pc)

* Networking- TCP/IP protocols setting up groups and users for file sharing
* OS Installation and Configuration Windows Xp, Vista Linux, Windows 7, Server 2008
* Hard drive Partitioning
* Servers and Hardware
* Salesforce Ticketing