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| **Career Objective**  An IT enthusiast with project accomplishments and technical service knowledge – committed to providing a sustainable IT foundation that is aligned with business requirements and a platform for opportunities for business growth.  **IT Experiences**   * Virtualization experience within VMware 6.7, Hyper-V, vCenter deployments * Strong experience with Azure networking, storage and server builds, RG, VNets * Good experience with AWS networks, VPC, server builds, AWS Workspaces, CloudWatch * Experience with Office 365 and Exchange Hybrid environments * Strong experience with Microsoft Active Directory, Azure Active Directory, ADConnect * Experience with MIM, Intune, Azure SQL (always on), DNS, DHCP, WSUS builds * Operating systems and systems management (e.g. Linux, Windows Server, OSX) * Experience working in media production environments and AVID software * Local and Networked File Systems (e.g. SMB, NFS, CIFS) * Server and client backup technologies * Network Troubleshooting and configuration for Firewalls (ASA, Meraki and Palo Alto), switches (Arista, Cisco, Juniper and Meraki) and Access Points (Aruba, Cisco and Meraki) * Experience working with high speed data transport applications (Aspera, Signiant) * Understanding of Data center, network, and application architectures * Experience with Dell Isilon, Quantum, Nexis, Nimble storage systems, Quantum Connect, DLC and Fibre Channel * Exceptional analytical and problem-solving skills * Strong oral and written communication skills * Willingness to travel domestically and internationally (valid US Passport)   **Professional Skills / Qualifications**   * Experience with Azure networking, Office 365, SQL builds and maintenance * Experience with switch and network deployments and installing monitoring apps * Experience with large storage systems builds and deployments * Experience providing IT support for large environments with 1000+ servers, 7000+ users and 12,000+ Exchange accounts   **Training**   * Completed Online courses of CCNP Route, CCNP Switch, CCNP TS, CCDA, Intro to Python, AWS Deep Dive during Covid pandemic * Dell Isilon Storage from Dell Training - configuration and deployment with advance setup and monitoring * AVID Asset Management and Nexis physical and virtual storages * Quantum StorNext and Nimble Storages * Completed Computer Networking Certificate Programs   *Computer Education Institute,* Aug 2002 – Mar 2003  - Studies focused on MCSE 2000 certification, including 720 hours of hands-on experience | **Certifications:**  **MCITP**: Enterprise Administrator 2008  **MCTS**: Virtualization, Configuration  **MCTS**: Vista  **MCSE** 2003  **MCSA** 2003  **MCSE** 2000  **MCDBA** 2000  **MCP**  **A+** Computer Repair  **Skills**  Office 365  Microsoft Azure  Microsoft Hyper-V  VMware ESXi, vCenter  Citrix Support  Isilon Storage  Fujitsu Eternus SAN  Quantum StorNext  AVID Nexis  Shoretel, Fuze, 3CX, Allworx  Solarwinds  Auvik  Zabbix  Wireshark  MRTG  PRTG  Datto, Appassure  Rack and Stack  Data center, network, and application architectures  Power Generators  **Specialized Software**  AVID Asset Management  Touchworks EHR  Allscripts PM  ConnectWise  AeroHive Networks  Xceleria - GEPacs  AutotaskEndpointMgmt | |
| **Experience**  Sept 2019 – April 2020 **Linux Systems Engineer Insight Global/Disney Studios** Burbank, CA   * Provided global support of servers and data storages for Disney’s Motion Picture Production * Duties included on-site surveys for IT infrastructure deployments and rack installations * Performed full physical rack installations, including networking, servers, storage, and power * Responsible for physical Dell server installations, configuration and network connectivity * Responsible for physical Dell Isilon (up to 3PB of storage), Quantum, and Nexis Storage installation, configuration and network connectivity, including network shares * Responsible for physical UPS and power management installation, configuration, and network connectivity * Responsible for virtual server deployments, configuration, and network connectivity within ESXi Dell servers hosts, Azure and AWS environments * Managed AD Connect, Azure AD, Microsoft Identity Management servers, SQL servers, shares on all storage units, permissions and accounts within O365 * Traveled as required to editing locations, studio locations, and filming locations * Performed domain upgrades, DNS changes, Active Directory tasks, IIS certificates renews, group policy modifications * Responsible for media production environments and AVID software configurations for Studio teams * Responsible for AVID servers within Azure and ESXi hosts for large data transfers * Configured Azure networking, storage, servers, SQL servers, Resource Groups, VNets, and port security * Configured AWS networking, servers, VPC * Configured Zabbix servers for network and server monitoring * Some python scripting for Zabbix and Ansible   Nov 2018 – Sept 2019 **Expert Systems Engineer Allscripts – PIH Health** Whittier, CA   * Provided IT support for 1000+ servers, 7000+ users at 2 large hospitals and many clinics * Projects for Azure AD, Azure MFA, Exchange 2013, Domain upgrades, new Windows Server builds (virtual and physical) and clinical application deployments support * Provided support for Applications testing and deployments for clinical development teams * Provided support for IT Security teams, Desktop deployment teams, Storage teams and Networking teams * Worked with various teams on security issues and breaches, providing support and reporting logistics from servers, firewalls, emails and other systems as required * Provided support for ESXi servers and their storage, IBM UCS M2 and M5 blade servers, including physical installs and builds * Participated in on-call rotation within my team   Feb 2018 – Oct 2018 **ROC 2 Engineer Advanced Microcomputing Concepts** San Dimas, CA   * Provided phone and remote support to business clients locally within Los Angeles * Support of Meraki, Fortigate and SonicWall firewalls * AWS, O365, and Parallels support * Engaged with Auvik, PRTG, MRTG, Continuum network monitoring systems to create tickets * Provided support for QuickBooks issues, upgrades and installations | | **Experience Fun Facts:**  -------------------------  Working at the Burbank lot was amazing, lots of Disney history  -------------------------  Supported +2000 server migration project  -------------------------  Supported a diverse client pool of small businesses |
| **Experience… cont.**  June 2017 – Jan 2018 **Sr. IT Consultant Strategic Technology Specialists** Torrance, CA   * Managed multiple clients in downtown area and southern California * Performed Domain upgrades, DHCP/WSUS/WDS migrations, MS Exchange decommissions * Supporting Nimble SANs, Meraki and Fortigate management and Sonicwall firewalls * Citrix Netscaler VPX and Xenapp 6.5/7.0 configurations and management support * Office365 administration and hybrid migrations support * Performed VMware administration and support * Managed workstations and servers with Autotask Endpoint Management   Dec 2016 – Feb 2017 **IT Manager California Clinic Management-Retina of CA** Pasadena, CA   * Managed a one-person IT department and 300+ users within company * Presented reports analysis at weekly meetings for Board members * Supported 46 remote clinical offices, along with Heidelberg vision testing stations * Opened 2 new vision care offices in Long Beach and Palms Springs * Ordered and managed installations of new internet services and POTS lines * Provided Google Suite and O365 administration and licensing reviews * Managed Fuze VOIP cloud services and new phone requests * Fulfilled Helpdesk tickets and duties as required   Jan 2012 – Nov 2016 **SR. Network Engineer Magan Medical Clinic** Covina, CA   * Supported 300+ users within the company, 60 physicians, 5 sites with 100+ WYSE clients and over 1000 network ports on HP5412zl, Cisco3650, and AeroHive switches * Managed 122 virtual and physical Windows, VMware, and AIX servers * Managed and supported 23 SQL servers, including 3 clustered systems * Supported 6 VMware hosts with 1TB of memory, 105 virtual machines, 70TB of storage * Supported a Fujitsu DX90 and DX200 SANs, totaling 156 hard drives, including LUN and raid builds and reconfigurations * Supported Allscripts EHR and PM onsite systems, including Web servers using IIS and Apache * Performed 7 Allscripts EHR and PM enterprise software upgrades, including building test and training environments using Citrix Web Portals and Microsoft Terminal services * Managed Cisco 1840 and Adtran routers and migrated P2P network to a Managed MPLS * Deployed .Net and Active X controls using GPOs for all workstations for EHR applications * Performed Exchange 2003 to Office365 migration, with local Active Directory Sync * Supported a virtualized Citrix environment of 6 servers hosting Allscripts Practice   Management-Scheduling application and the test portals of EHR/PM applications   * Supported, configured, upgraded and installed AeroHive Wireless network, iPrism internet filter, and WebSense email filter * Supported telecommunications issues including data ports, data/voice circuits, and cabling * Experience with full cycle implementation, optimization and support of Allscripts EHR   Allscripts PM, GE Pacs Systems, Microsoft Exchange Mail, and managed MPLS migrations  **Experience… cont.**  Oct 2010 – Dec 2011 **Network Engineer Miles Consulting Corp** West Covina, CA   * Provided onsite, remote, phone and on-call support for SMB Enterprise clients in the Southern California region * Troubleshooting MS Exchange issues, DPM 2010, IIS, SCOM, SQL servers, Hyper-V, VMware, EqualLogic, WDS, Symantec Endpoint, ASA and Firebox firewalls, MPOE and cabling * Supported all Microsoft technologies and complete domain and website registrations   Feb 2005 – Oct 2010 **Network Engineer** **SCPR - MPR** 89.3KPCC FM Pasadena, CA   * Supported AD, DHCP, DNS, Group Policy, scripting, File and Printer servers, NAV servers * Supported all audio editing systems, ENCO, David and Protools servers and workstations * Performed on-call duties, remote support and traveled as required (Mt. Wilson support) * Supported multiple geographic office locations around the Pasadena, Los Angeles, Orange County and Riverside areas, and bureaus in DC, Sacramento, New York, London, China   **Site 1**:Mohn Broadcast Center – SCPR 89.3KPCC FM – Pasadena, CA   * Supported and managed technology for a 24/7 public radio station, 89.3KPCC FM * Managed, support, and inventory 15 live broadcast studios, 145+ PC and Mac workstations and notebooks along with 18 Dell and HP servers and 16+ HP printers * Provided remote support for field Reporters and bureaus * Knowledgeable of audio editing software, Axia studio consoles and its Cisco-based network, radio broadcasting equipment and transmitters * Provided technical support of the KPCC Crawford Family Forum for public discussions, forums, debates and SCPR board meetings * Virtualized servers ran XP and Server 2003 operating systems hosted on Hyper-V and ESXi 3.5   **Site 2**:Frank Staton Studios – Marketplace – Downtown Los Angeles, CA   * Supported and managed technology for live radio show productions for American Public Media, Marketplace Morning Report, Marketplace, Marketplace Money   Aug 2004 – Sept 2004 **Network Technician** **The Computer Guy** Reno, NV   * Provided home and small business IT support with a team of technicians * Performed computer diagnostics, maintenance and repairs for walk-in customers * Anti-Virus and Spyware cleaning specials provided consistent work and sales opportunities * A minimum of 3 computer tickets per technician at any given time was required * Sales and contract opportunities for businesses were utilized to provide and manage upgrades and new workstation deployments   May 2004 – July 2004 **Help Desk II** **Microsoft, Licensing GP** Reno, NV   * Worked in a global support role on the Help Desk team that provided user credentials and access rights to remote Microsoft Biztalk servers and services, utilizing Remote Desktop and proprietary Helpdesk software * Renewed user and server services certificates through Certificate Authority servers * Ran SQL database queries to display user rights and permissions * Supported Zebra printers connected to printer servers   **Experience… cont.**  Jan 2004 – April 2004 **Desktop Support Technician Intuit** Reno, NV   * I worked on the Desktop Support team providing support to 524+ users between two locations using the Remedy Trouble Ticketing System * Provided desktop and printer support, application installations, Ghost deployments, spyware removal, and printer setups * Team projects involved workstation deployments and office moves between locations * Provided Desktop Support for Intuit’s software support departments for Intuit’s product line * Maintained the most efficient, quickest rate of completion, and best response time of Remedy Desktop Support tickets within my department * As a team, completed an inventory of all workstations, monitors, and printers at both locations, utilizing a MS Access program I created   Oct 2003 – Dec 2003 **Network Technician** **Telxar** Reno, NV   * Provided support for businesses and medical offices with Microsoft Servers/ workstations * Performed installations of new Cat5 cabling, cable management systems and relocated server racks, servers, and equipment to the company’s new datacenter location * Provided hosting services for AOL regional internet services and users, provided remote support for AOL Helpdesk as needed * Supported Peachtree Accounting software for multiple clients   Mar 2003 – Aug 2003 **Network Product Support Priority Tech Support Inc.** La Puente, CA   * Provided remote phone-only technical support for Dlink’s product line * Helped customers install and configure routers, printers, wireless devices, and cameras * Completed 30+ tickets per day on average * Windows 95, 98, XP and Mac   Apr 1999 – Aug 2002 **Jr. S/NOC** **Amazon.com** Fernley, NV   * Managed, tracked, and serviced 600+ hand-held scanners, performed firmware upgrades, OS installs and upgrades, RMAs * Provided asset tracking, maintenance and check out/in of hand-held scanners, batteries, hand radios, printers and other equipment for all employees within distribution center * Worked on Unix based systems and programs, with hundreds of UNIX dumb terminals * Provided communication between distribution center and Seattle Helpdesk using Remedy Tickets system * Created printer maintenance program for 100+ HP printers * I was knowledgeable in all SOP and scanner programs for Shipping departments, with experience in Receiving and Stocking departments as wells as product returns * I was a hand-held scanner application trainer for all departments   **Personal Interests**  2020-2021 **Covid Project: Installed solar panels on my truck for overlanding adventures**  2008-2015 **West Covina Youth Pony Baseball Manager and All Stars coach** | -------------------------  Many of my downtown clients were Law firms  -------------------------  One of the largest vision care providers in Southern California  -------------------------  Supported the 100 year old Magan Medical Clinic  -------------------------  Supported clients around the Southern California area, including San Diego  -------------------------  Great experiences with a growing public radio station and their new building  -------------------------  A position supporting a pool of small businesses and home-based clients  -------------------------  Supporting the Global COA operations for Microsoft  -------------------------  Support for 524+ users between two locations    -------------------------  A company van was provided for daily use  -------------------------  Training started with a 1 week course on all Dlink products  -------------------------  Work hard, have fun, make history! | |