**Rodolfo M. Marrufo**

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**Objective - to be part of an organization that focuses on excellent client services, promotes team work thus creating opportunities for professional success and personal growth.**

**Work Experience**

**HCL Technologies Mar 2019 – Present Henderson, NV.**

**Senior Analyst -** Assigned to Barclays US Card Call Center – support over 1500 users, from Accounting, Finance, Collections, Fraud, Investigations, and call center, Support including Active Directory, Exchange Office 2016, Avaya VOIP phone system. support mostly with internal applications for Call center environment, Install and maintain phone systems linked to systems application to answer inbound calls for US card member.

In charge of pc and laptop refresh project in process of upgrading 800 systems. Support MAC Book Pro, Chrome tablets, Android tablets and Chrome books, Support Cisco video conferencing systems setup and maintain 2012 Windows server environment. In charge of laptop and desktop deployment, and system reimaging through Symantec End Point imaging services.

**Pomeroy I.T. Solutions Aug. 2016 – Oct.2018 Foothill Ranch, CA.**

**Network Admin /I.T. Specialist -**Assigned to Oakley manufacturing plant – support over 1500 users, from Accounting, Finance, engineering, paint, molding, Assembly and production. Duties include install, repair, administered Windows Server Deployment, Windows Server 2008/2012,  Exchange Servers; Admin on Active Directory, service and maintain all productions desktop systems, all running MES, SAP, PiGreco, Skipper, and RFID systems. Support, Outlook 2000/2003/2007/Office 2011- 2016/ O365; OWA; Active Sync; SMTP; XOSoft replication for Exchange. Support Win 7 and Win 10, MAC OS Sierra, support of MAC desktops, and Mac Book Pro’s, support IPHONE and Android phones for user email set up. Installed and licensed AutoCad, MiniTab, Mastercam, and SAP ADMIN, SolidWorks, Adobe Illustrator. Provided admin support Nortel Network / VOIP/PBX systems setting up new phone extensions, providing call access to domestic and international calling set voice mail and remote access. set up and managed Avaya / Lucent / VOIP / PBX systems and international calling options. In charge of major refresh project for desktop and laptops system upgrades for over 750 laptop users, set up new images for HP elite notebooks on Windows deployment server. Created schedules for users to deliver laptops to I.T. Dept, all user data transferred all profiles set up for Windows and Outlook, confirmed VPN software installed and tested. Updated all asset management and knowledge base management systems to maintain updated all work processes. Prioritize all incoming incidents and resolved according to severity, assign all other incidents to Level techs for efficient resolution, and provide assistance when required. Responsible as subject matter expert in a couple areas related to hardware and software related issues when new projects ideas were presented. Also allowed me to provide knowledge updates database for problem reporting and resolutions. I became a liaison between I.T. Dept and all of manufacturing supervisors when proposing new system requirements.

**SmartSource Inc. May 2016 – Oct. 2016 L.A. and San Diego Counties**

**Field Support Tech** Assigned to JP Morgan Chase (2nd Phase POS systems upgrade) responsible for POS hardware replacement At Chase Bank Locations replacing teller and desktop work stations. Install and set up MF printers for printing, faxing, and scan to email options. Confirm all equipment received, and all necessary equipment is received, and all functioningInventory all retired equipment for recycling and pick up, make sure all debris is properly disposed. Replace workstations, teller systems, UPS units, scanners, and touch screens. Also trained (on the job training) for ATM Technology upgrades; completed a project for upgrading and replacing systems ATM hardware for Diebold ATM's at Chase Bank, Bank of America, Wells Fargo, and Union Bank.

**Software Resources, Inc. Jun.2015 – May 2016 Anaheim, CA.**

**Field Support Tech –** Assigned to Disneyland Park and Resorts (2nd Phase POS systems upgrade) responsible for POS hardware replacement on 850 POS stations throughout Disneyland, Disney California Adventure, Disney Hotel and California Adventure Hotel. This project consisted of replacing UPS units, scanners, and touch screens. Replaced over 300 tablets, after reimaging them with the new Disney standard for mobile carts POS stations throughout the Parks and Hotels. Performed all new and old equipment verification, all new equipment was tagged and accounted for and allocated to specific locations in the Park and hotel. All old equipment was tagged and all asset tags removed for proper disposal and recycling.

**IBM Global Services                       Jun. 2013 – Jun. 2015                           L.A. / O.C.**

**Field Support tech –** Assigned as Project lead – to Best Buy Stores and GAP Stores in the L.A. and O.C areas.Responsible of managing 3 man team, on hardware and software upgrades on store POS systems. Duties included - Receiving and inventorying all old and new equipment. Confirmed all info on inventory database and verified all new equipment on the shipping logs.Remove old POS systems and disposed of as customer required. Performed new system reimages using WINDOWS DEPLOYMENT SERVICES, followed by installing all windows and driver updates. Verified network connectivity and applications functionality once new systems were reimaged. Tested all new hardware including signature pad functionality, and touch screen and credit /debit card reading. Completed all POS system testing with store manager and confirmed complete system functionality and manager will sign off verification form.Assigned for 1 month project to Anaheim School district performed LCD replacement for 750 Dell Chrome NoteBooks.

**Desk Side Support tech –** Assigned to MillerCoors Brewery desk Side support team – my main duties include to be responsible for incoming incidents ranging from software issues, pc repair, laptop troubleshooting and  repair, basic network connectivity, application support such TPO, Smart term, SAP, C Cure, EBOL, Orbis Sphere. Currently support over 500 users. Responsible for imaging pc’s and laptops to current company standards. Maintain adequate equipment stock as required by MillerCoors standards, performed warranty requests for Dell equipment and parts. Support of VOIP phones and equipment, performed basic support of IPHONE and cell phone repairs and configuration. Maintained and configured Wyse devices throughout the Brewery campus. Our ticketing system for tasks and incidents were assigned with ISM Global Production, and recently migrated to Service Now.

**Field Support tech / Network Admin –** Assigned to Best Buy, Old Navy, responsible for new POS system installation and configuration, maintenance and repair. Performed system health checks, to confirm all peripherals are in perfect functioning status – include cash drawers, Symbol scanners, Digital line displays, receipt printer, touch screens, Ingenico credit card and signature pads,  projects include server backups, and maintenance, server updates and installation, software and hardware upgrades.

Currently assigned to Jones, Lang and LaSalle in Los Angeles – assigned to desktop support team – provide support to account executives and VP’s – issues related to connectivity, wi-fi , email and profile set up, pc and laptop reimaging using WINDOWS DEPLOYMENT SERVICES,  also provide support with mobile devices, BlackBerry, IPhone and Android devices.

**Artech Systems                               Apr. 2013 – Jun. 2013                 Carson, CA.**

**Integrations engineer –** Assigned to BP refinery as part of integrations team. Main responsibilities included upgrading hardware and windows OS 7, migrated systems to new Domain, set up individual user profiles with for network access, email outlook profiles, VPN access and data restore. Assisted with Active directory access across domains. Integrated new network equipment Cisco routers and switches for WAN connectivity between sites.

Assigned to Healthnet – Woodland Hills Ca. - Desktop Support, migrating system from XP to Win7, used GHOST to install images, then set up user profiles, and restore data for all user, completed 800 desktop computers.

**American Techs                    Feb. 2011 – Mar. 2013              Orange County, CA.**

**Installation Technician –** subcontracted to Time Warner, Vonage, AT&T, for cable, internet and telephone installations in the residential market. Performed computer repair, network security and WI-FI access, installed security cameras, and software to access cameras remotely through IP address. Performed maintenance and data backup solutions for personal clients, provided support and upgrade solutions for hardware and software.

**Flextronics America                       Mar. 2010 – Dec. 2011                                       Austin, TX.**

**Systems Administrator / Desktop Support –** Assigned to Flextronics I.T. technical support group.

Main duties include – Manage and maintain MS Exchange Server, Active Directory User Accounts, Windows server 2003 / 2007, AVAYA / Call Pilot server; create and modify voice extension and voice mail box. Installation and maintenance of Aastra video conferencing equipment; set up video conferences with multiple sites.

Responsible for all IT operations including networking, clients, Windows Servers upgrades and print services  
Responsible for managing hosting of e-commerce transactional website and corporate website

Provided network administration including LAN troubleshooting and resolution.

Configuration and performance for all network systems and telecommunications.

Maintain passwords, data integrity and file system security for the desktop environment.

Install, configure and maintain back-end and front-end systems including remote sites.

Recommended hardware and software solutions and upgrades using established procurement processes.

Reviewed, approved and processed quotes, requisitions and purchase orders for capital equipment.

**Volt Tech / Contractor                   Oct.2009–Feb.2010                                        Austin, TX.**

**Apple Care support tech**– Assigned to Apple Inc. in the technical support group for IPHONE inbound support center. Assisted clients with basic IPHONE features and applications, up to more technical issues such WI-FI connectivity, use of applications, file and data restore, especially email setup and configuration. Achieved 100% customer satisfaction in maintaining company standard for allowed time to an effective resolution.

**OnForce Technical                      Jan.2009 – Oct. 2010                                                 Austin, TX.**

**I.T. Support / Contracting -** technology support to clients such as Sony, Samsung, AT&T, Time Warner, Vonage, etc. With my qualifications, I have performed basic jobs such as installing a modem and internet service for Time Warner or Vonage, up to repair of PLASMA and LCD screens, installations of entire racks with CISCO routers and switches that provides an IP scope of 250 IP’s with security and firewall protection. Other jobs included computer diagnostics and repair, servers and other computer equipment.

**Sprint Nextel              May.2000 –Jan. 2009                                        Austin, TX.**

**I.T. - Project Manager –** 4 .5 years in charge of 17 techs around the state of Texas. Responsibilities included system performance and maintenance of all PC’s, POS Stations, Windows Servers, Exchange Servers, Active Directory accounts, all network equipment like CISCO routers and switches, all telephone systems Nortel meridian PBX. Other duties included communicating with vendors due to installation schedules in the Sprint Nextel stores of new fixtures, computer and network hardware, data and phone cabling, equipment, tools, scope of work, verifying and performing quality control after all installations were complete, and signing off on all work performed.

**Sprint Nextel - Continued -**

**Client Support Analyst III-** 4.5 yrs main responsibility was to become a source of information for all techs in my area; compiled and maintained information related to processes and procedures related to I.T. client support, I worked with the web masters to add data and links to resources available to I.T. techs.  Manage and maintain MS Exchange Server, Active Directory User Accounts, Windows server 2003 / 2007. Performed installations and maintenance of all desktop computers, laptops, network and phone equipment, and data back up systems in the Austin Market stores, business offices, switch and Radio Frequency technical group, provided project coordination for pc upgrade deployment throughout the nation specifically in the call centers an average upgrade project included approximately 1200 pc’s , also supported and backed up areas for technical issues such as Killeen call center and San Antonio Client market.

**NexGen S.I.                  Mar-2000–Dec- 2000                                                   Irvine, CA.**

**Consultant I.T. / Help Desk Manager –** Began and created a help desk support department. Completed all manuals for the help desk support department; Hired and trained all new help desk personnel for telephone remote assistance, main support included everything from hardware and software support for remote users, using VPN connectivity. Administered RRAS Servers for remote user access, created accounts, and set permissions, etc. Created Access data base for inventory, control of all assets, including desktops and laptops, and peripherals purchased by the company. Maintained all inventory parts, replacements parts, laptops, desktops, monitors and printers; maintained records of all assigned assets to clients and employees.

**Online Connecting Point                 Jan-1995 - May-2000                                      Irvine, CA.**

**Client Support / Tech II –** Assigned to support R & D department at Western Digital (hard drive manufacturer) performed all desktop and laptop support for testing computers. Issues range from basic com port settings to repairing and replacing motherboards for pc’s and laptops; software installations; complete system restores, data backup and maintenance. On weekly basis I had to report all repair and maintenance performed including most common issues needing repairs, kept logs of all issues.

**Western Dental, Inc.                    Jun-1989 – Jan-1995                                      Anaheim, CA.**

**I.T. Tech/ Main Frame Tech –** performed daily back up and transfer of data from AS-400 system into a Novell based server system / Windows environment. Performed maintenance and installations of desktops at business offices and field offices throughout the state of California. Also in charge of data and system updates to all field computers, confirmation of complete packages and data transfers performed weekly to over 1,000 computers in the field.

**Brookland Financial                     Nov-1983 – May-1989                                         Irvine, CA.**

**Credit & Collections Supervisor** – responsible for 18 associates taking applications, and preparation of loan documents in the auto and RV financing department; duties included training of new associates on the Peachtree software and data entry of loan applicant information, training included policies and procedures and loan document preparation to submit for approval. Performed quality control for all loan documentation. Performed employee schedules, performance reviews, assisted my direct reports in self help training classes and career planning; position also included evaluations and testing of basic math skills, office skills, and writing skills to all new hires.

**Technical and Personal Skills**

Expert knowledge with Microsoft applications 2007 / 2010 / 2013 /2016 such as Excel, Word, Outlook, Internet Explorer, PowerPoint, Publisher, Project, Visio, and Info Path Proficient knowledge Mac 10X OS; applications such as Call Notes; Windows Server Management 2008 – 2016, windows Deployment Services, Managed Exchange Servers, and Active Directory Network Administration, Lotus Notes; Reflections, PeopleSoft, Remedy, P2K, PC Anywhere, and Dame Ware Remote Control, Bomgar, Remedy, Service Now, Service Desk Proficient with PBX systems, cabling for data and phone; server and data backups, Veritas and Apache Software data restore and back up applications; SonicWALL – Experience with installation and Network Security, Iphone and Android – support for email set up and synchronizing with Corporate email and phone usage.Basic configuration of Cisco Routers and Switches, voice over IP telephony configuration; excellent customer service skills; excellent communication skills; excellent technical writing skills; bilingual in Spanish (Speak, read, & write).

**Education**

**Los Amigos High School** **-** **Diploma 1978 - 1982** **Fountain Valley, CA.**

**Orange Coast College - Business Administration Major                 1982 - 1985                Costa Mesa, CA.**

**Other general education classes                                                       1985 - 1990**

**UCI / Computer Science Major                                                      1986 - 1988                 Irvine, CA.**

**United Education Institute – Network Systems Engineer      1992 - 1993                       Tustin, CA.**

**Sprint Nextel University –**

**Nortel Network / VOIP/PBX**systems**2001 - 2003**

**Avaya / Lucent / VOIP / PBX systems                                           2005 - 2006**

**Cisco Routers & switches                                                                    2004 - 2005**

**Microsoft Server 2003/2007/2012                                                         2004 - 2010 - 2013**

**I.T. Project Management                                                                     2004 - 2006**

**Certifications / Equipment Experience**

**A+ - Basic Computer Skills**

**Novell Networks – Network Administrator**

**Microsoft – MCP  / MCSE training / Server 2003/2007/2008 & 2012**

**Microsoft – Active Directory  Management**

**Microsoft Exchange Server – Maintenance and management**

**Nortel Meridian – PBX installation and programming experience**

**Avaya – telecomm systems installation and programming experience**

**AastraVipr – Video conferencing installation and programming experience**

**CISCO – Switches and Routers / VOIP installations, programming and maintenance.**

**References: Personal and Business references upon request.**

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