**Roderick S. Fernandez**

2269 Dorset Lane

Fairfield, CA 94533

Cell Phone: (650) 515-7165

Email: rodsf1974@gmail.com

**PC Support Technician**

**PROFESSIONAL SKILLS SUMMARY**

* **Operating Systems / Servers:** Windows XP, 7, Windows 2003 / 2008 Server Enterprise / Datacenter, Linux and Cisco/
* **Networking:** TCP/IP, HTTP(S), FTP, POP3, SMTP, IMAP, DNS, DHCP, RADIUS, LDAP, RDP,

Data Backup.

* **Security:** Active Directory, Firewall, VPN, SSL, SSH, Key Management
* **Wireless:** WLAN, 802.11n, Bluetooth
* **Devices:** Hubs, Switches, Routers,
* **Application:** Microsoft Office Suite, Adobe Suite, VMware

**EDUCATION**

Heald College,

School of Business and Technology

San Francisco, California

**Information Technology with an emphasis in Network Systems Administrator** June 2012

**Associate in Applied Science Degree in Computer Science** January 2000

* GPA 3.50

**PROFESSIONAL EXPERIENCE**

**FAST Transportation** 11/2019 – Present

**Fairfield, CA 94533**

***Bus Operator/Driver***

* CDL Class B with Passenger Endorsement and Air Brakes.
* Responsible for driving passengers to their destination in a timely and safe manner.

**TE Connectivity** 05/2016 – 05/2019

**Menlo Park, CA 94025**

***Production Operator***

* Operating machine to produce tubing and medical tubing.
* Make sure that tubings are within MS specs.
* Troubleshoot machine if malfunctions occur.

**Ricoh Corporation / Gap, Inc.** 04/2014-05/2016

**San Francisco, California**

***Sr. On-Site Service Specialist MS Ops.***

* Technical support professional in help desk.
* Support Business Partners on printer related issues
* Assist Business Partners with installation of printer drivers on a MAC or PC.
* Diagnose, troubleshoot, replace toner, and repair printer errors in a timely fashion.
* Maintain print servers to ensure everything is working properly.
* Answer emails and capable of explaining complex technical issues quickly and easily, ensuring timely resolution of problems.
* Maintain accuracy of required logs and documentation.
* Responsible for ordering printing supplies such as toners, staples and waste toner bottles.

**Pitney Bowes / Novitex**

**Brisbane, California** 01/2011-03/2014

***Document Solution Center Associate/Assistant IT Support Specialist/Quality Assurance***

* Made sure all printouts are free from smudges and errors before shipping out to customers.
* Assisted with network hardware such as hubs, routers, and servers.
* Excellent communication skills and a quick learning attribute.
* Assisted with Install, configure and maintain software applications, operating systems, administration and network monitoring.
* Assisted with backup and recovery of critical data.
* Ensure adherence to business guidelines, safety and security procedures.

**Controlled Information Systems, Inc.**

**Fairfield, California** 05/2004-11/2010

***Imaging Specialist/IT Support Specialist/Records Center Attendant***

* Reports to Director of Operations & Senior Operations Manager
* Maintained and backup all computers/servers on a daily basis.
* Manage migrations of major business applications.
* Assisted with Configuring new and existing network systems and hardware.
* Maintained storage facility for easy to locate client request.
* Install and maintain anti-virus, firewall and security.
* Handled all aspects of Imaging-Data Control Dept.
* Scan documents using high-speed scanners.
* Perform quality inspection by verifying scanned images to hardcopy paper documents.

**Omnicell Technologies, Inc.**

**Palo Alto, California** 02/2001-11/2003

***Quality Assurance Technician***

* Troubleshoot, configured and installed on all rejects from field, line and incoming.
* Built, Test Network & Desktop Systems installed with new software versions and updates.
* Provided & assisted support to field and floor technician.
* Quality checked medical equipment to ensure all are functional.
* Perform other duties as assigned.

**References Available Upon Request**