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| John mcguffick  Phone · (925) 366-5538  Email · johnmcguffick@gmail.com |
| **PROFESSIONAL SUMMARY**  IT supervisor with twenty-four years of experience in IT serving in roles with progressive responsibility. Skilled at providing high-level customer service to internal end users and managing and supporting a help desk environment. Well-versed in a variety of common operating systems, applications, software, and hardware with a proven ability to master new tools and technologies quickly. Certifications include Novell Netware 4.1 CNA/CNE and Google IT Support Professional |

**PROFESSIONAL EXPERIENCE**

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| 2011 – 2021It Operations sUPERVISOR, Fry’s Electronics – Corporate Office, San Jose, CA  * Managed a team of IT Operations Administrators and Corporate Technicians/Help Desk personnel to provide high-level, continuous IT coverage and smooth operations twenty-four hours a day seven days a week to support over 14,000 employees located in 34 stores, the Corporate Office, and a shipping warehouse in a network environment utilizing over 2,000 Linux/Windows-based servers. * Incentivized team members to timely and efficiently open and close tickets and provide optimal IT support to end users by holding weekly team building and status update meetings and rewarding and recognizing high-performing team members. * Responsible for recruiting, hiring, and training talented IT Administrators and Corporate Technicians/Help Desk personnel to maintain a collaborative, cohesive team. * Managed and trained a team of eight off-site Trantor employees located in India providing nighttime IT support for store closing procedures, including running files, scripts, and job reports to upload the previous day’s data and credit card settlement files to ensure stores opened on time without issue. * Identified inefficiencies in IT’s store closing procedures and oversaw development and integration of AHK scripts to automate, simplify, and secure the Trantor team’s nighttime IT operations. * Led weekly Vidyo conference meetings with Service Managers and Store Technicians to inform them of updates, upgrades, and technical information to maintain optimal efficiency in the stores’ IT infrastructure and operations. * Served as point of contact to banks to facilitate the transfer of funds from the stores’ daily sales to the banks and resolved any issues during the transfer process between Fry’s and the banks’ systems. Also served as focal contact to UltiPro and Kronos to set up and support user roles and permissions and create case numbers when further support was needed. * Took the lead in relocating Fry’s entire IT Department to a new location within the Corporate Office, including installing cat5 cabling to workspaces, relocating workstations and printers, and installing a monitoring wall to provide a department-wide view of alerts and video surveillance of each store’s server room. * Administered and implemented WordPress pages for entire company which were also used for documenting procedures, training, and as a how-to tool to resolve known IT issues. * Performed annual FDIC Compliance Checks, including supplying workstation and server info, password policy, VNC security, McAffee screenshots, and show group policies’ computer configurations to verify the security of Fry’s systems. * Assisted with backups using Veritas Backup Exec including replacing tapes, erasing tapes, cleaning drives, scheduling backups, and monitoring jobs. |
| 2001 – 2011it aDMINISTRATOR, Fry’s Electronics – Corporate Office, San Jose, CA  * Managed RT ticket queue to provide IT support and ticket triage to Fry’s employees. * Provided administration and password support for numerous programs, including Zimbra email, UltiPro, Kronos, VICIdial, Spark IM Client, and POS (point of sale system). * Monitored Nagios alerts for server uptimes, downed servers/switches/appliances, network outages, services halted on servers, and flapping due to unnecessary routing traffic on network. * Provided on-site IT setup and support for golf courses hosting the annual Frys.com PGA Open. Set up wireless hot spots in various locations on the golf courses and provided fiber connection for ShotLink. Also provided on-site IT setup and support to the San Jose SaberCats, a professional arena football team owned by the Fry’s family, San Jose Ballet and American Institute of Mathematics, non-profit organizations also owned by the Fry’s family. * Responsible for setting up, maintaining, and documenting RSA security tokens on store workstations for AT&T, T-Mobile, and Verizon cell phone sales to ensure customers’ personally identifiable information was encrypted and the connection was secure. * Managed and supported CUPS printing systems to maintain printing capabilities for employees, including rerouting jobs, setting up new print queues, printer objects, and deleting jobs. * Added and removed workstations by MAC Address on managed switch ports via PacketFence. |
| 1998 – 2001it HELPDESK/CORPORATE TECHNICIAN, Fry’s Electronics – Corporate Office, San Jose, CA  * Supported over two hundred Fry’s corporate office employees in all departments by resolving software and hardware related issues in an effective manner. * Timely and efficiently opened and closed tickets in Request Tracking (RT) ticketing system to provide IT support to over 14,000 employees in thirty-four store locations, corporate office, and shipping warehouse. * Ran scripts and daily jobs to generate reports, including price changes, inventory/cycle counts, and sales data for buyers/sales teams. |
| 1997 – 1998SERVICE TECHNICIAN, Fry’s Electronics – CAMPBELL, CA  * Provided technical assistance to Fry’s customers to diagnose and repair their devices. * Communicated effectively with Fry’s customers to maintain a high level of customer service. * Maintained store operations by troubleshooting and repairing store’s cash registers, printers, computers systems, and network. |
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