**Rodolfo L. Briones**

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**SUMMARY**

Extensive practical knowledge of complete systems builds, hardware and software testing, deploying network systems on to production. Network support, desktop and laptop technical support, and hardware/software repairs. Highly effective in promoting productive work environment with strong teamwork commitment.

**HIGHLIGHTS OF QUALIFICATIONS**

* Bilingual: English/Spanish
* Excellent customer service skills including help desk support
* Experienced as a foreman and directing personal in a fast pace environment
* Within a network environment, knowledge how to manage clients and Windows servers
* Sharp and creative in solving problems; great communication and attitude
* Extensive experience on troubleshooting network connectivity issues
* Hard worker follows instructions easily, and work well under pressure
* Successful record analyzing and interpreting unforeseen problems

**RELEVANT EXPERIENCE AND SKILLS**

* 18 months of experience as a system analyst
* Certified as a network admin Microsoft Windows Server
* Certified as a computer support technician
* Experience with Citrix PVS builds, administration, and troubleshooting
* Domain configuration and replication among Windows servers
* Experience on Domain GPO configuration and Active Directory user accounts configuration
* Troubleshooting identification, including connectivity, upgrades and custom-built systems
* Good knowledge of Windows Operating System and Microsoft Office applications
* Extensive experience on building, configuring, and troubleshooting PCs
* Experience on Windows print server configuration and troubleshooting printer connectivity issues
* Extensive experience on working with office 365, Azure domain, and OneDrive deployment

**CERTIFICATIONS**

* Currently, attending the last semester prior graduation to complete an associate degree in Network Administration
* Microsoft Server Admin (Awarded by Portland Community College)
* Cybersecurity Fundamentals (Awarded by Portland Community College)
* Computer Support Technician (Awarded by Portland Community College)

**EMPLOYMENT HISTORY**

**May 1998 – Present**

**Henningsen Cold Storage Hillsboro Oregon** [**www.henningsen.com**](http://www.henningsen.com)

* System Analyst
* Foreman
* Inventory controller

**EDUCATION**

**Portland Community College Portland Oregon** [**www.pcc.edu**](http://www.pcc.edu)

* Computer Information Systems, currently pursuing a degree on computer network administration
* Computer Support Program completed
* GED Certificate Obtained
* English as a Second Language Upper reading and writing, advanced level completed