**DALE KAN**

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**Summary**

Highly analytical and detail-oriented IT System Administrator with experience in Windows systems administration. Skilled troubleshooter with a strong focus on providing excellent end user experience.

**Technical Skills**

* Windows Server (2008 R2, 2003), Windows Desktop (10, 7), Microsoft Office, Mac OSX
* TCP/IP, Active Directory, DNS, DHCP, Backup Exec
* VMware vSphere 5 virtualization (vCenter Server, ESXi), Ghost imaging
* Mobile devices (iOS, Android), knowledge of Office 365 and G Suite

**Work Experience**

**Network Specialist/System Administrator** 10/2000 to 6/2018

De Anza College (High Tech Center Training Unit), Cupertino, CA

* Maintained and support Windows servers, desktops, network devices, scanners and printers.
* Performed software installations, operating system updates, data backup and user account management.
* Managed and maintained computer lab used for trainings of AT (Assistive Technology) software utilized by faculty and staff of the California Community College System.
* Provided desktop support to end users regarding any IT issues.
* Organized and document IT assets, equipment and processes.
* Troubleshoot and resolved hardware, software, printers and networking issues.

**Technical Support** 12/1999 to 10/2000

De Anza College (Technical Services), Cupertino, CA

* Assisted with campus-wide network rollout of new computer equipment and printers and resolved any post rollout issues.
* Installed and configured productivity software for faculty and staff throughout campus and provided ongoing related software support.
* Performed troubleshooting of network connectivity, email and general computer issues.

**Education**

Certificate in Network Administration De Anza College, Cupertino, CA

Bachelor of Science in Accounting Drexel University, Philadelphia, PA

**Professional IT Certifications**

CompTIA A+ Currently Studying