Irina Anikieva

Hayward, CA 94541

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**Professional Summary**

Enthusiastic and knowledgeable IT Professional with more than 15 years of experience managing computer infrastructures and network operations across multiple platforms. Effectively analyzes, designs, installs, troubleshoots and optimizes the IT infrastructure to consistently achieve high availability and performance.

* Works well independently, or as a part of a team to lead various projects during computer and network evaluation, design, installation, maintenance and troubleshooting locally and remotely
* In-depth knowledge and understanding of numerous network and virtualization technologies, software packages and operating systems
* Easily identifies and resolves technical issues and concerns
* Excellent communication and presentation skills

**Industry Certifications**

* MCSA O365, CompTIA A+, Network+ and Security+
* VMware VCP-DCV, Cisco CCNA, JNCIA-Junos
* CompTIA Secure Infrastructure Specialist - CSIS
* CompTIA IT Operations Specialist - CIOS

**Highlight of skills:**

* Performs analysis, troubleshooting, replacement, system upgrades, deployment & repair locally and remotely
* Identifies potential issues that could adversely impact client’s experience and follows through on action steps
* Strives to meet all end user satisfaction goals
* Excellent network configuration and troubleshooting skills (LAN/WAN, Wi-Fi, VPN, DNS, DHCP, Citrix, Wireshark)
* Knowledge of HIPPA and SOX Compliance
* Systems evaluation, design and installation (including ERP, BI, VoIP, Crystal Reports)
* Knowledge of programming languages and databases (SQL, OpenEdge)
* Hardware/software support (servers, desktops, notebooks, printers, routers, firewalls, switches, SaaS, G-Suite, O365)
* OS: Windows (including Windows Server 2019, AD, AS400), Linux, MAC
* Experience with various virtualization technologies (VMware & Hyper-V)
* Trains users on various technology subjects

**Professional Experience**

03/18 – current **IT** **Manager**

Emerald Packaging, 33050 Western Ave, Union City, CA 94587

Successfully manages IT Team while leading projects on evaluation, design, maintenance and installation of company networks and computer infrastructure at manufacturing facilities:

* Manages various projects that require leading IT team to perform new systems installations, configurations and maintenance.
* Manages the hardware and software (Hyper-V, Windows OS, MACs, mobile devices like iPad, iPhones, Android and MS Surface, MS Office applications, ERP OpenEdge, BI, SQL Server, VEEAM backups, etc.), including servers running Windows Server 2003 - 2019
* Manages installs, upgrades and maintenance of LANs, firewalls (Cisco ASA, Palo Alto networks, pfsense), VPNs, WiFi and system security (ESET Endpoint, Norton, Kaspersky, Proofpoint, etc.)
* Active Directory deployment and administration (defines policies, security procedures and maintains users, computers, printers, video cameras, etc.)
* Administers e-mail system through MS Exchange
* Manages cloud based VoIP system
* Crystal Report writing for various departments (SQL, OpenEdge servers)
* Process evaluation, design and implementation to achieve greater level of automation for various departments

01/17 – 02/18 **Network Administrator**

Silverado Contractors, 2855 Mandela Pkwy, Oakland, CA 94608

Successfully managed various projects on installation, upgrades and maintenance of companywide IT infrastructure for multiple locations:

* Managed installs, upgrades and maintenance of LANs, firewalls (SonicWall, pfsense), VPNs and systems security (Symantec Endpoint, ESET Endpoint, etc.)
* Active Directory installation and administration (defined policies, security procedures and maintained users, computers, printers, etc.)
* Managed the hardware and software (Windows, MACs, mobile devices like iPad and MS Surface, MS Office applications, Sage Accounting system, SQL based applications, Google Apps, VEEAM backups, etc.), including servers running VMware and Windows 2012 R2
* Administered e-mail system through G-Suite for business app

07/15 – current **IT Engineer** *(currently engaged when need arises)*

SF Bay IT, 14276 Wicks Blvd, San Leandro CA 94577

Provides excellent customer service to meet challenging demands of IT system design, installation, troubleshooting and maintenance:

* Designs, administrates, and supports systems, networks, and application infrastructure: LANs, firewalls (SonicWall, Cisco), VPNs and systems security (Symantec Endpoint, MS Intune, etc)
* Manages Windows networks (users, computers, printers, etc) with Active Directory
* Manages the hardware, software (Windows, MACs, MS Office applications, etc.), analysis, design, implementation, upgrade and overall improvement of information technology at various clients (including servers running VMware and Hyper-V)
* Administers corporate Gmail for business and Office 365 Clients

11/00 – 09/13 **IT/Systems Administrator**

Right Away Redy Mix, Inc., 725 Julie Ann Way, Oakland, CA 94621

As a *Computer Systems Administrator* designed, installed and maintained computer systems

* Designed, installed and maintained Windows Client/Server network infrastructure including the installation and configuration of Windows Servers and Windows XP/ 7/ 8 PC workstations.
* Designed, implemented and maintained Group Policy using Active Directory in Windows Domains.
* Installed, configured and maintained Citrix Server environment
* Designed and maintained MS Access databases using SQL scripts.
* Installed, maintained and upgraded various software packages used in operations and accounting such as AR SQL based System, Payroll System, MAS 200 Accounting System, Microsoft Office productivity Suite.
* Assembled, maintained, upgraded and troubleshot Intel based servers, desktops and laptops
* Troubleshot hardware problems with various printers, faxes and modems
* Provided training needed to the end users of the business software including Microsoft Office Suite.
* Maintained PBX system before VoIP system implementation
* Designed, installed and maintained Linux based corporate e-mail Gateway.
* Developed corporate website using Adobe Web Design Suite with HTML and light JAVA scripts.

As a *Network Administrator* and *Project Manager* successfully implemented a company-wide switch to T1 MPLS WAN technology

* Coordinated installation of Cisco routers in multiple locations
* Maintained and troubleshot TCP/IP LAN/WAN networks
* Installed and maintained various network equipment (routers, switches, NAS, etc.)
* Installed and maintained Cisco security appliances in multiple locations with safe Internet user policies and VPN support
* Extended company network infrastructure to other offices in the buildings (including installation of CAT5e and CAT6 wiring); maintained telecom wiring closets
* Designed training materials and taught new technology features to the end users

As a *VoIP project manager* successfully designed,installed and maintained VoIP server and VoIP phones

* Designed, installed and maintained VoIP communication system including Linux based server and VoIP infrastructure (including PoE switches and VoIP corporate phones).
* Provided VoIP system training to the end users.

**relevant Experience**

06/14 – current **IT Technical Support Instructor** *(currently a substitute only)*

Mountain View Adult School, 333 Moffett Blvd, Mountain View, CA 94043

* Developing IT Technical Support Course curriculum for CompTIA A+, Network+ and Security+ certifications
* Teaching IT Technical Support Courses to the students with diverse backgrounds

2005 – current Private computer consolations, training and PC support locally and remotely including the use of various virtualization software packages

**Education and Training**

2003 **Bachelor of Science,** Business Administration with Computer Information Systems

California State University, East Bay, 25800 Carlos Bee Blvd. Hayward, CA 94542

*Graduation: Cum Laude*

2000 **Certificate of Completion,** Computer Information Systems

College of Alameda, 555 Ralph Appezzato Memorial Pkwy, Alameda, CA 94501