Philip Chen

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Technical Skills

Seeking IT tech support position

Experience

Buddhist Tzu Chi Foundation, San Dimas, CA. 5/19/2011 – 4/11/2020

Helpdesk

•Supporting more than 200 users throughout United States of

America.

•Managing Windows/Linux servers

•Managing user accounts with Windows 2003, 2008 & 2008R2,

Active Directory/FTP accounts

•Managing Windows network drives with Global Policy Preference

(GPP)

•Built test servers for Donor Information System with

SUSE-11-SP2-x86\_64 & DB2-V9.5

•Built email server Zimbra on Centos 7.0

•Modified existing bash shell scripts to perform backup/restore on

Zimbra email server

•Test redundancy with Pacemaker, Corosync and PCS on CentOS

7.0

•Troubleshoot Windows drive mapping issues

•Troubleshoot TCP/IP network connectivity issues

•Troubleshoot various hardware/software issues

•Install/Configure Lotus Notes 8.5 email client on Windows/MAC

platforms

•Create Domino email accounts

•Configuring Grandstream/Cisco VOIP phone unit

•Install/configure CACTI from scratch on LINUX CentOS 6.0

•Installed applications on MAC

•Working with Hyper-V to manage virtual hosts

•Configure/Using Network Performance Monitor software to

monitor servers, router & firewalls.

•Configuring motion detection & alerts through email, text and

buzz on DVRs for surveillance cameras

•Managing remote users with software “Teamviewer”

Yahoo Search Marketing, Burbank, CA 1/2004 –12/2008

System Administrator

•Built LINUX/FreeBSD servers with Installnet 2.0/3.0.

•Racked and troubleshoot Dell/HP/Microcomputer hardware.

•Built and managed streamserve Windows system.

•Prepared tar balls of electronic invoices for backup.

•Retrieved old electronic invoices upon request from

credit/accounting departments from all overseas/US offices.

•Worked with remote engineers to resolve hardware issues.

Overture Services, Inc (acquired by Yahoo!), Pasadena, CA 10/2001 –1/2004

Windows System Administrator

•Implemented and supported CRM (Customer Relational

Management) Intranet NT system.

•Implemented and configured local directors for fail-over.

•Acted as the liaison between users and developers solving CRM

software problems.

•Monitored/troubleshoot timestamps on CRM related mailboxes in

Exchange 5.5.

•Built NT4.0/Window 2000/2003 severs for different projects.

•Worked with HP Compaq's hardware.

•Travelled to data centers to work on hardware about 35% of the

time.

•Racked servers at remote sites.

•Maintained Windows Streamserve system.

•Built Sophos Enterprise server.

•Used Altiris to restore/build Windows OS.

•Collaborated with a DBA, developer and a vendor to setup

STREAMSERVE system.

Goto.com (Changed name to Overture Services. Inc. 5/1999 –10/2001

Desktop Support Engineer

•Created user IDs for NT Domain and e-mail accounts.

•Troubleshoot software/hardware and network access related

problems.

•Installed and configured Windows NT Workstation 4.0, Win9x, Kana

Messaging software, Configuring Oracle ODBC, Outlook 98, and

Outlook 2000.

•Patched cables. Set up phone and phone number to new

employees.

•Prepared new desktops or laptops with Norton Ghost.

Farmers Insurance Group, Los Angeles, CA 10/1998 – 4/1999

Software Installer/PC Technician (Contract)

•Installed and configured OS/2, Windows 3.1, Windows 95, Windows

NT Workstation 4.0, MS Office 97, 3270 emulation software Lotus

cc:Mail and Lotus Notes on IBM 300 GL/PS/2 computers.

•Created user IDs and user template on the NT Server 4.0/NT

Workstation.

•Restored/created NT workstation images with Drive Image Pro. 1.01.

•Troubleshoot software/hardware related problems.

•Installed and upgraded CD-ROM’s, hard drives, network cards,

printers and peripherals.

Education:

California State University –Los Angeles ( Bachelor of Science ) 1992

East Los Angeles Community College 1985

Pasadena City College 2009

Pasadena City College 2011

Certification:

Microsoft Certification, Monrovia, CA 12/2000

Obtained MCSE 4.0 Certification

CCNA Certification, South El Monte, CA 9/2010