**Professional Profile:**

IT expert highly familiar with the planning, deployment, monitoring, and support of network hardware and software. Positive, proactive team player with demonstrated success in initiating, tracking, reporting, and closing projects. Repeatedly praised for outstanding performance that exceeds company's expectations.

**IT Certifications:**

* CompTIA A+ & N+
* CWNP CWTS & CWNA

**Qualifications:**

* Multitask in fast-paced, high-pressure environments.
* Active Directory Administration.
* IP phone system administration.
* Endpoint security protection.
* Advanced understanding of operating systems (Microsoft Windows 10, 8, 7, OS X, iOS and Android)
* Proficient in Microsoft Office 365 and Office 2010 / 2013 / 2016 / 2019.
* Solve problems remotely.
* Troubleshoot network Wired and wireless devices.

**PROFESSIONAL EXPERIENCE:**

**Amanecer Community Counseling Service**

Los Angeles, CA (May, 2013 to July, 2019)

***IT Network Admin/Technician***

Integral IT team member providing network administration and support, including network planning, monitoring, configuration, and troubleshooting connectivity and performance issues.

***Key Achievements:***

* Perform onsite and offsite hardware and software administration, installation, support, trouble-shooting, and upgrades of desktops, laptops, servers, network and security devices.
* Collaborated in the planning of the new satellite office infrastructure and assisted with installation from cabling to routers, switches, and Polycom IP phones. Setup all workstations and multifunction copiers at the new office location.
* Took on the multifunction printers upgrade project, met with vendors, negotiated bids, implemented the new follow me print feature, and secured all devices by using encryption. Introduced secure print with HID key fobs to cut paper and toner costs.
* Administer the organization PBX including all Avaya equipment, IP phones, and Avaya IP office manager.
* Enhanced Mobile Device Management(MDM) policy for remote management of handheld devices and BYOD.
* Perform desktop/laptop imaging using Acronis True Image.

**Pacific American Fish Company**

Vernon, CA (January, 2012 to July, 2012)

***Computer Technician***

As the sole computer technician in the company, addressed any and all system's needs. Worked with staff and vendors on technology problems, upgrades, and migrations. Trained users on the use of equipment and applications to achieve their goals.

***Key Achievements:***

* Primary point of contact for all incoming help desk support tickets and IT Helpline calls.
* Created images using Norton Ghost and Acronis True Image.
* Troubleshoot and resolve basic network technical problems with Local Area Networks (LAN),
* Wide Area Networks (WAN), and other systems.
* Provided hardware/software/network support ranging from desktops to enterprise systems and applications.
* Install and support software suites Adobe, Microsoft, Multimedia, E-mail, etc.
* Repaired Dell, HP, IBM, Lenovo, Macintosh, Samsung, and HP systems.
* Solved technical issues for users in remotely using LogMeIn, TeamViewer, and VNC.
* Maintain inventory lists and requisitions supplies, materials and repair parts

**Arey Jones Educational Solutions**

Los Angeles, CA (March, 2007 to January, 2012)

***Service Technician***

Part of a proactive team of field technicians responsible for delivering a high quality, customer focused professional service. Providing the very highest level of technical support and customer service to the Los Angeles Unified School District administrative offices and schools (K-12).

***Key Achievements:***

* Respond to telephone calls, emails and personnel requests for technical support at the LAUSD district offices and schools.
* Diagnosed and troubleshoot hardware, software, and printer problems at the client’s site.
* Replaced or repaired hard drives, memory, CD ROM, floppy drives, system board's modems and other accessories.
* Removed spyware and virus.