**IT SUPPORT SPECIALIST**

**SUMMARY**

* **Over 6 years of detail-oriented and flexible IT support experience.**
* **Adept at providing desktop and technical support services in-person, as well as via phone and email.**
* **Excellent problem solving and troubleshooting skills with the ability to quickly learn technologies.**
* **Ability to produce technical documentation for both technical and non-technical audiences.**
* **A self-starter, target-oriented, self-disciplined and proactive professional with excellent communication skills and the ability to work efficiently on multiple tasks in both independent and team environments**.
* **Proven ability to lead a team as well as take direction from others**.

**SKILLS**

**OS / Servers:** Windows 7, 8, 10 and Windows Server 2008 – 2016, Linux, MacOS

**Networking:** TCP/IP, HTTP(S), FTP, SMTP, DNS, DHCP

**Security:** Firewall, VPN, SSL, SSH, Key Management, Active Directory, Virus and Malware Removal

**Wireless:** WLAN, 802.11AC, Bluetooth

**Devices:** Switches, Routers, Firewalls, Modems, Printers, Medical Equipment, iPhone, Android

**Applications:** Microsoft Exchange / Office 365, XenCenter, Hyper-V, Citrix, Remedy, Point of Sales

**PROFESSIONAL CERTIFICATIONS**

CompTIA A+

CompTIA Network+

CompTIA Security+

CCENT

**PROFESSIONAL EXPERIENCE:**

**Selerum 6/19-2/20**

**Managed Services Provider**

**IT Engineer**

* Provided remote and on-site support to a diverse clientele in the Bay Area including: Restaurants, Retail, Medical Offices, Child Care Facilities, and Emergency Centers
* Created and maintained client profiles, which included: inventory, software licenses, backup practices, purchases, network layouts, completed work, and work in-progress
* Conducted site surveys, pulled and terminated cables, scheduled on-site visits for vendors, installed and maintained equipment at client sites
* Responsible for creating and maintaining VPN connections and Firewall Rules for clients
* Active Directory, Exchange / Office 365 Administration and Migration
* Build and deploy virtualized servers for clients using Amazon S3, Rackspace, and Azure

**DC Solar** *06/18-12/18*

**Help Desk Technician**

* Provided technical assistance related to computer systems, software and hardware for the corporate office and remote facilities
* Received and monitored online work order requests, responding in a timely manner.
* Responsible for technical requests such as password resets, drive mapping and user accounts setup
* Maintain daily performance of computer systems
* Installed, modified, and repaired computer hardware and software
* Conducted follow up with users to ensure issues are resolved

**Holy Names University** *05/17-10/17*

**Help Desk Technician**

* Installed, configured and upgraded operating systems and software, using standard business and administrative configurations
* Worked with windows PowerShell to automate and speed up repetitive tasks
* Assisted with moves, additions, and changes of computers and VO/IP phones
* Assisted with user account management, including creating new users and modifying user permissions in Active Directory
* On-premise Exchange Administration, Office 365 Administration
* Troubleshoot problems with computer systems, including hardware and software, network and peripheral equipment
* Worked directly with end users and other IT staff to determine the best possible method of supporting systems

**Nettouch Consulting** *9/16-1/17*

Managed Services Provider

**Field IT Technician**

* Deployed and configured switches and routers at client sites
* Troubleshoot XenCenter and Hyper-V Servers
* Performed various troubleshooting and maintenance operations in Windows Server environment (SBS 2008, Server 2008, 2012)
* Created and managed Mailboxes, Distribution Lists and Groups within Exchange 2010, 2013 and Office 365
* Scheduled and provided backups and recovery using StorageCraft Shadow Protect and Windows Server Backup
* Analyzed client networks, recommended and implemented security solutions
* Implemented the use of Cisco Meraki devices at VIP Client Sites to maintain a web-based real-time view of network traffic and activity at their sites
* Provided remote assistance using SolarWinds MSP Anywhere / N-able, LogMeIn and TeamViewer
* Responsible for accurately recording time and work done at client sites within the Manage Engine Ticketing System
* Created and maintained internal documentation of Client Site Information, Software Licenses and Hardware Deployments

**Robert Half Technologies** *6/16-7/16*

**Contracted to Treasury Wine and Estate**

**Service Desk Technician III**

* Provided front line support for End User Services Team
* Assisted with application support for AgCode, JD Edwards, and specialized winery software
* Provided Telephone and Remote Support to a Global Clientele in a 24x7x365 Environment
* Active Directory Account Administration
* Office 365 Account Creation and Administration
* Ticket Creation and Queue Management

**Interactive Technology** *11/15-5/16*

Internet Service Provider

**Depot Technician**

* Broadband and Legacy DSL Troubleshooting
* Wireless Internet Troubleshooting
* Scheduled and provided backups and recovery using ArcServe Backup
* Linux Mail Server Administration
* PC Hardware and Software Installation
* Virus Removal
* Responsible for accurately recording time and work done at client sites within the Powercode Ticketing System
* Conduct Site Surveys and implement solutions for network connectivity

**Kforce** *09/13– 6/15*

**Contracted to Kaiser Permanente**

**Implementation Management Office Resource I**

* Provided support to multiple Service Areas throughout the Northern California Region
* Provided desktop and network support during the new hospital opening in Oakland
* Deployed and tested phones and equipment during the VOIP rollout at the Oakland Campus
* Responsible for re-imaging of operating systems and collecting old hardware around the Campus
* Completed and tracked progress of multiple projects to ensure project milestones were met on time at different sites across the campus
* Lead a team of four on specialty projects (department moves, equipment testing, site tear-downs)
* Migrated the Oakland Campus to Windows 7 from XP
  + Tested specialty software for compatibility before the migration
  + Created documentation to assist users unfamiliar with Windows 7
  + Provided hands on support to users after the rollout
* Assisted with Asset Management and Physical Asset Security
* Provided support with Networking Implementations and Procedures

**EDUCATION**

**Information Technology Computer Network Systems, Associate of Science**

**Heald College**, Concord, CA

Graduation Date: 10/09