**Jacob Palacios**

San Jose, Ca. – Cell: (408) 916-7891 – Email: jacobpalacios@yahoo.com

**Skills**



**Professional Experience**

**PNI, Inc.** Hollister, Ca 2018-2021

(Prophet Network Integration)

System Administrator

* Support and maintain servers and network equipment
* Support all end users internally and remote with computer issues on desktops, laptops, iPhones, desk phones, video issues.
* Manage/Support Telephone system (ShoreTel/Mitel)
* Manage/Support copier, printers
* Manage/Support video conferencing systems
* Active directory users and computers, group policies, create/deletion of users, security groups.
* Exchange support, on prem and office 365 support

**Smartcity Networks,** Santa Clara, Ca 2014-2018

Network Technician

* Performed optimization tests on existing network setup.
* Troubleshot equipment malfunctions and circuitry faults with routers, switches and access points in our facility to ensure excellent service quality.
* Maintained relationships with commercial customers, then proposed effective telecommunication system update solutions that met their business and technical requirements.
* Coordinated with customers and internal departments to accomplish telecommunication networking projects.
* Installed all cables, connections and cross-connects to MDF’s and IDF’S throughout the facility.
* Configured Polycom devices.
* Monitored and documented real-time network status using SolarWinds.
* Collaborated with server team to resolve network related problems.
* Provided network support to facility.
* Ensured the inventory of MAC addresses, subnet mask, default gateway and IP addresses.
* Installed and configured Routers, Bridges, and Access Points to support WAN links.
* Led and trained other personnel in update of equipment and data links of all kind of WAN service. Trained other personnel in the operation of new telecommunication circuit maintenance system.
* Support and maintain servers and Networking equipment (Cisco switches and routers, Meraki wireless AP)

**Icontrol Networks,** Redwood city, Ca 2014-2015

Technical support specialist Contractor

* Provide IT phone/email and remote support with system related issues, by using advanced troubleshooting techniques.
* Set up test environments with technical and user staffs, making sure that product met user needs.
* Monitored system and services availability and performance.
* Manage incident communication and escalation.
* Documented required bug fixes, end-user feature improvements, operations feature improvements and update knowledge base articles.
* Worked with customer employees and consultants, including business managers, project managers, QA personnel, data center engineers, operations managers and support managers.
* Adhered to support SLAs with multiple partners.

**Geek Squad at Best Buy,** San Jose, Ca

Consultant Agent 2013-2014

* Greeted and consulted with customers regarding their computer issues upon entering the clinic. Initiated service ticket and processed equipment for recycling and/or repair
* Gathered information by conducting client interviews and prepared required service tickets
* Diagnosed operating system problems, Installed RAM, hard drives, operating systems, accessories, adapter cards and software
* Prepared documents on instances of hardware repair, installation, failure, and removal.
* Monitored and tested PC performance and provided PC performance reports and statistics.
* Performed defragmentation, file backups, removed pop-ups/spyware/malware/viruses, and improving the speed and overall performance of the computers
* Data Transfers from old to new PC and Apple computers
* Perform OS(Windows 7,8) reinstalls, Set up new computers, Software and hardware installs

**Gabe’s Computer Repair**, San Jose, Ca

Jr. Network Engineer 2007-2013

* Maintained and troubleshoot a wide range of client problems in addition to repairing servers and peripheral equipment, i.e., web systems and DNS, mail, and news servers
* Resolved and escalated trouble tickets and conducted scheduled changes within the environment.
* Implemented systems and software upgrades of OS and configuration changes for users
* Performed on-site diagnosis, analysis, and resolution of complicated PC problems for various end users, and implemented or recommended corrective hardware & software solutions
* Resolved PC/APPLE laptop's & Desktop hardware, software, networking connectivity issues
* Maintained Active Directory Resources including Home Directories, File Permissions, Distribution List, External/Internal Shares and other Active Directory resources

**EDUCATION:**

A.S. Degree in Computer and Network Technology

Asher College, San Jose, CA Graduated 2014

**CERTIFICATIONS**

* CompTIA A+ (renewing)
* CompTIA Network + (renewing)
* CCNA Routing and Switching (in progress)
* Cisco Certified Entry Networking Technician (in progress)
* Windows 7 (expired)
* Windows Server 2008 Active Directory (expired)
* Windows Server 2008 Network Infrastructure (expired)

**:**