Naveen Bansiwal

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(714) 594-8014

Work Experience

**Senior IT Specialist**

Westport Properties - Irvine, CA

May 2017 to Current

• Managing O365, Microsoft Exchange, Active Directory, MDM Apple platform, Crowd Strike and

Carbonite backup.

• Updating any changes needed on Corporate software (Sitelink).

• Resolving any issues coworkers at corporate office have with their IT needs.

• Managing ticketing system (Freshdesk).

• Assisting with network administration tasks.

• Ensuing data storage platform is backing up properly.

• Installing new software and hardware components.

• Supporting the day to day operations of the network.

**Lead IT Analyst**

WCCT Global - Cypress, CA

June 2015 to May 2017

• Installing new / rebuild existing servers, desktops or laptops and configure hardware, peripherals,

directories, storage, etc. in accordance with standard requirements.

• Performing daily system monitoring, verifying the integrity and availability of all hardware and

reviewing/verifying completion of backup jobs on Backup Exec 2014.

• Create, change, and delete user accounts using Exchange 2010.

• Providing Tier II and III/other support for various IT related requests.

**Customer service**

LAZ Parking - Anaheim, CA

April 2014 to May 2016

• Explaining procedures and pricing to the customer

• Interacting with customers

• Performing other duties as assigned

**NOC Analyst**

GrupoSMS - Irvine, CA

May 2014 to June 2014

• Opening tickets with manufacturers for clients and following up for updates.

• VOIP phone support and troubleshooting.

• Troubleshooting Windows xp, 7 & 8 or thin client issues, MS Office, hardware, and software issues.

• Inbound/outbound troubleshooting calls regarding technical issues.

• Create technical instructions and documentation for users and staff to provide support for common

issues.

• Monitor CRAC, ATS, and UPS's units along with velocity and foreseer client.

• Troubleshoot minor issues with printers, Projectors, TV.

**Restaurant Manager**

California Pollo - Santa Ana, CA

April 2012 to February 2014

• Taking responsibility for the business performance of the restaurant.

• Organizing and supervising the shifts of kitchen, waiting and cleaning staff.

• Checking stock levels and ordering supplies.

• Helping in any area of the restaurant when needed.

• Maintaining high standards of quality control, hygiene, health and safety.

**Front Desk Manager**

Quality Inn & Suites - Anaheim, CA

August 2011 to November 2011

• Plan the accommodation along with other hotel services.

• Assume authority for the hotel in the absence of the General Manager and serve as Front Desk

Manager for all operations within the hotel.

• Address customer problems as well as troubleshoot.

**Sales associate**

Fry's Electronics - Fountain Valley, CA

September 2010 to August 2011

• Customer service

• Maintaining the standard of the customer needs

**Objective**

To make contribution to the organization to the best of my ability and to develop new skills and share

my knowledge while interacting with others and achieve new height.

Education

**Bachelor’s in information systems and Cyber security**

ITT Tech

December 2014

**Associates in Computer Science**

ITT Tech

March 2013

Additional Information

SKILLS:

• Challenge-driven and innovative professional, offering comprehensive years of

experience in the field of IT.

• Windows 2000 and after, MS Office, MS Security Essentials, some Linux experience, VM Ware,

SharePoint, Office 365, active directory, Symantec Endpoint, Exchange 2010.

• Configure and install WAN and LAN.

• Mac interface knowledge.

• Understanding of switches, routers, firewalls.

• Maintaining user account information including rights, security and systems groups.

• Troubleshooting, and repair computer systems, hardware, software, and computer peripherals.

• Software and operating systems installation, configuration, and maintenance.

• Excellent communication skills (both written and verbal).