**Andy Tran**

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**OBJECTIVE**  
  
A challenging position in which I can leverage my nearly two decades of experience in various aspects of information technology, to make a substantial contribution to the company.

**SUMMARY OF QUALIFICATIONS  
  
•** Implement and administer SCCM  
**•** Capable of diagnosing and resolving problems remotely or locally  
**•** Able to provide technical assistance for site-specific applications/scripts and software upgrades   
**•** Experience performing basic server administrative tasks, such as connectivity troubleshooting  
**•** Expertise with verifying that production scheduling system agents and systems are secure and functional  
**•** Proficient with Microsoft Office Suite (Word, PowerPoint, Excel and Outlook)  
**•** Understanding of complex instructions and interpretation of scheduling alarms and exit status messages  
**•** Able to work under pressure with shifting priorities and multiple simultaneous assignments  
**•** Skilled at efficiently prioritizing work to meet critical deadlines while maintaining a professional demeanor  
**•** Practiced in ensuring strict attention to detail and accuracy  
**•** Capable of communicating technical information both orally and in writing to technical/non-technical users  
**•** Versed in analyzing, monitoring and fine-tuning system to achieve optimum performance levels  
**•** Accomplished at problem resolution by working with various parties to troubleshoot  
**•** Experienced with interpreting monitoring logs of production servers for likely component failures  
**•** Able to provide input to knowledge-based articles for repetitive problems and common diagnostics  
**•** Capable of troubleshooting in environments rich in Exchange, Cisco Internetworking, VMWare and firewalls  
**•** Proven ability to work effectively both independently and as part of a team  
**•** Eager to expand technical skill set and credentials in systems security  
**•** Able to install, configure and test a wide range of workstation hardware   
**•** Working knowledge of enterprise backup systems, including Veeam and NetBackup  
**•** Versed in cloud solutions, such as Office 365 and SharePoint  
**•** Facility with Microsoft Hyper-V and VMWare  
**•** Experience in migration from physical to virtual environments  
**•** Able to configure TCP/IP subnetting and troubleshooting Internet connectivity

**SPECIFIC** **TECHNICAL/IT SKILLS**

Operating Systems: Microsoft Windows 7/8/10, Windows Server 2003/2008/2012/2016,2019

Hardware: HP Servers, Spectrologic Library, NetBackup Appliance, NetApp, HP and Ricoh network printer, HP and Lenovo ThinkPad desktop/laptop, mobile devices

Applications: Microsoft Office Suite 2013/2016, Active Directory, IBM Security Access Manager SSO, Microsoft System Configuration Manager, Trend Micro Officescan, Acronis True Image, Symantec Ghost imaging and PGP encryption, VMWare, Microsoft Hyper-V, Cherwell ticketing system, BeyondInsight, Solarwinds Orion, Veeam Backup, IBM Qradar, Splunk

**PROFESSIONAL EXPERIENCE**

**Desktop Support Analyst**

**TOK America, Hillsborrow, OR Oct-Dec 2020**

* Administer and maintain Exchange Server 2010
* Deliver computer desktop support in accordance with established policies and procedures
* Fix computer problems, and recommend appropriate action/solutions
* Provide support on a variety of computer hardware and software issues by identifying, researching, and resolving technical problems
* Support records of daily data communication transactions, issues and remedial actions taken or installation activities
* Arrange hardware repairs with the appropriate vendors
* Retain, investigate, and restore computer systems, hardware, printers, and computer peripherals
* Interface regularly and effectively with ticket submitters

**Network Administrator**

California Water Service (a public utility company), San Jose, CA 2016-June 2018

* Administer and maintain Exchange Server 2010
* Improve Exchange Server performance and optimize system availability, for 99.99% uptime
* Utilize Solarwinds Orion monitoring and alerting to minimize critical services interruption
* Identify/stop botnet-infected machine calling home, improving domain name authority score
* Administer the Active Directory, establishing/maintaining user accounts, profiles and more
* Maintain LAN user documentation, including hardware/software applications and support logs
* Operate and maintain company data backup and recovery
* Automate backup library drive cleaning and upgrade Veritas NetBackup media server
* Create, configure and maintain Windows operating system templates
* Assure compliance with Sarbanes-Oxley (SOX) requirements by ensuring adherence to controls
* Conduct research on network products, services, protocols and standards
* Troubleshoot network and remote connectivity hardware/software issues
* Operate, maintain and troubleshoot the Storage Area Network (NetApp)
* Manage and provide technical support for VMWare and Hyper-V environments
* Knowledgeable with Cisco switches, ASA firewall and WSA Appliance
* Manage and maintain Barracuda Load Balancers for Exchange Server
* Perform troubleshooting on hardware, software and network performance issues
* Participate in and support the company’s continuous improvement programs and projects
* Troubleshoot development/production application problems across multiple environments/platforms
* Work with technical/development team to resolve performance issues/troubleshoot applications
* Researched, proposed and implemented a backup to disk system (Veeam)
* Participate in 24/7 on-call rotation with other team members
* Projects accomplished include:
* Deployment of an off-premise email system on the cloud for emergency situations
* Implementation and administration of Office 365 environment
* Building and deployment of servers to remote offices

**Sr. (from 2011) Technical Support** **Specialist**  2004 - 2016

California Water Service (a public utility company), San Jose, CA

* Received end-user inquiries regarding issues with phone and computer hardware and software systems
* Assisted tech support specialists with more difficult and advanced IT problems
* Prevented ransomware infection from further spreading on network filer
* Assembled, repaired and replaced desktops and laptops
* Analyzed and resolved issues with connectivity, hardware, software and operating systems
* Identified and repaired infected systems with malware/virus/ransomware
* Developed and distributed software to systems and end-users
* Identified, troubleshot and performed security remediation on workstations
* Increased team productivity and automated repetitive tasks by using SCCM server
* Analyzed vulnerability reports, troubleshot and automated deployment of Windows security patches
* Reduced system vulnerability by 80%
* Adhered to procedures and processes in compliance with SOX
* Oversaw, administered and managed the Cherwell ticketing system
* Mentored and knowledge-shared with peers
* Performed work safely by adhering to company safety programs and policies
* Traveled occasionally to districts to support IT operations
* Demonstrated strong analytical and problem-solving skills
* Created and maintained user accounts in the active directory
* Tested, configured and enforced workstation policies using group policy
* Was responsible for creating, configuring, testing and maintaining desktop and laptop OS templates
* Managed and delegated tasks to team members
* Acted as escalation point for troubleshooting advanced network/systems issues
* Troubleshot and identified network-related performance issues on workstations
* Built, configured and maintained tech support lab
* Took responsibility for troubleshooting laptops/desktops/network printers and more
* Projects accomplished included:
* Design and implementation of SCCM to automate deployments of system imaging , software and security patches
* Development, design and implementation of Cherwell IT Service Desk Portal (lead role on team)
* Scheduling and management of workstation, laptop and software refresh (multiple roles)
* Responsible for testing/deployment of Windows 7, IE 11 and Office 2013 upgrade using SCCM

**EDUCATION AND TRAINING**

San Jose State University, 1994-1999, Major in MIS

Microsoft Certified Professional (MCP)

Unicenter Service Desk Implementation and Administration (2007)

Administering System Center Configuration Manager (2007 & 2012)

Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010

Data ONTAP 7-Mode Administration (NetApp)

Cherwell Service Management Foundation

*References Available Upon Request*