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**Experience**

**Diablo Publications**

IT Administrator/Help Desk March 2013 - Present

* Workstation/Server/BYOD hardware and software troubleshooting and maintenance
* Administration, moderation, and maintenance of company intranet
* Reception duties including phone directory services
* Miscellaneous mechanical maintenance (Appliances, building security systems, furniture, and just about anything else.)

**Best Buy**

Personal Computer and Home Office Sales August 2012 - April 2013

* Recommending software and hardware solutions to common home office requirements

**Skills**

**Administration and Troubleshooting**

* Microsoft Windows and Microsoft Windows Server 2008 and 2012
* Microsoft Exchange 2010
* Apple OS X and Apple OS X Server
* Android and iOS
* Barracuda Email Firewall and backup appliances
* VMware vSphere
* Avaya IP Office
* Microsoft Office
* Adobe Creative Cloud and Creative Suite

**Management and Networking**

* Adding and configuring user accounts, mailboxes, Organizational Units, and distribution lists in Active Directory and Exchange
* Deployment and maintenance of network switches, Ubiquiti wireless access points, and Ethernet infrastructure
* Administration of domain controllers and users, joining Windows and OS X workstations to domains, and SMB network shares
* Deployment of software to workstations via Apple Remote Desktop
* Administration of Avaya IP Office server, network hardware, and workstation devices

**Large Format and Production Printers**

* General maintenance and operation of wide format inkjet and production color laser printers
* Configuring server based printers and deploying drivers to networked workstations
* Troubleshooting driver issues on workstations, servers, and print controllers.

**Hobbies**

* Computer building and customization
* Motorcycle riding and repair
* Camping