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| Ricardo OLIVEROS226 s bANDY ave #7west covina, ca 91790[ROLIVE24@GMAIL.COM](mailto:ROLIVE24@GMAIL.COM)Tel 626.549.5141  |  | | --- | | **PROFILE** IT Professional with over 10 years of experience in the IT department in the Telecommunications and Healthcare field.  Experience working as an IT Support Specialist, Network Support, NOC Engineer, and Customer Service skills. Problem solving skills, bilingual in English and Spanish, multi-task, self-starter and dependable. | | **Skills** HCIS Application implementation  Telecommunications, Networking**,** Storage, Backups, Active Directory/GPO. TCP/IP, DHCP, VoIP, Citrix, MAC, Windows 7/8/10, VMWare, Office 2010/2013/365 and EHR/EMR applications. |   **EDUCATION** Mt San Antonio CollageCertificateCIS Network & Telecom **REFERENCES** UPON REQUEST | |  | | --- | | ExperienceIT Support specialist – Lotus Clinical researchDates From 4/16 – current Pasadena, CA  * Provide support for software & hardware desktop, laptops, mobile phones and LAN/WAN problems, and configuration of peripherals, printers, * Administration of Active Directory. Monitor Network health environment. * Provision & deploy new PC workstations, new servers, troubleshoot video conference equipment and VoIP Phones (Avaya) * Manage Backups (ESET) SAN/NAS devices, Archives and retention policy. * Support and Manage EMR/EHR applications and Microsoft 2010/2013 & O365 issues * Troubleshoot issues with MAC, Windows XP /7/8 /10, Server 2003, 2008, 2012 and VMware/Citrix environments, maintenance, update/patch OS on servers.  IT sUPPORT specialist – cAL MEDICAL BUSiNESS SERVICESDates From 4/14 – 4/16 Arcadia, CA  * Manage Helpdesk via Service Desk Pro and provide support for applications & hardware issues via remote and in person. * Admin Active Directory and assist Engineers in Monitor Network health environment. * Assist IT Manager in day to day operations and work on special projects. * Admin Backups (Unitrends), SAN/NAS devices, Archives and retention policy. * Deploy new equipment, image HD’s using Ghost/PXE, fix/brake PC’s. * Support and Manage EMR/EHR applications and Microsoft 2010/2013 & O365 issues * Troubleshoot issues with MAC, Windows XP /7/8 /10, Server 2003, 2008, 2012 and VMware/Citrix environments.  field applications engineer - everfocus electronicsDates From 5/13 – 4/14 Duarte, CA  * Provide helpdesk support regarding system functionality and assistance with Mobile Apps for Iphone and Android. * Support HD-SDI and Analog CCTV devices (DVR’s, IP Cameras, NVR’s & Access Controllers) and Audio problems. * Network setups LAN\WAN, DDNS, DHCP for mobile and desktop remote access. * Troubleshoot communications issues with R-232 & RS485 on DVR & PTZ cameras.  NOC engineer - TELSCAPE COMMUNICATIONsDates From 8/03 – 5/13 Monrovia, CA  * Respond to emergency calls on issues regarding services and servers and LAN/WAN connectivity issues. * Monitor health and traffic on Network equipment; Routers and Switches via Nagios monitoring system. * Assist Network Engineer and Systems Administrator with new projects and new service & systems implementations. * Administration of Active Directory, add/remove users, reset passwords, and troubleshoot Outlook 2007/2010 issues. * Manage Backups, SAN/NAS devices, Archives, data purge, and retention policy on Symantec Backup Exec. | |