**MARTIN R. ARIZA**

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**OBJECTIVE**

JR System Admin, Help Desk III, Help Desk Lead/Supervisor

**SUMMARY**

* A+ Certified (Working on other Certifications)
* Windows 7, Windows 10, Server 2016, Hyper-V, Office O365
* Certificate of Accomplishment for CCNA & CompTia (College)
* Active Directory, Rapid Recovery, Splunk, KACE, DDP
* Multiple years using Remedy, Service Desk, and JIRA
* Gov. Secret Clearance (Inactive)
* Bilingual, Fluent in English and Spanish (studying German)
* 18 Years experience in the IT field
* Honorable Discharge from the US Air Force

**QUALIFICATIONS**

* Administration of Local Area Network accounts, e-mail accounts, file security permissions, and internet system settings
* Experienced Remote Networking with Cisco, and Citrix Applications
* Telecom; setup voicemail accounts, experienced with Avaya phone switch
* Experience with network printing; TCP/IP & Print Server
* Security Monitor for organizations. Enforce policies for the protection of classified systems
* College Level Courses: Security +, Network +, Intro to VMware, Linux, CCNA, Cisco ASA.

**PROFESSIONAL EXPERIENCE**

**TekSystems/PIMCO, Orange County (Contract)**

**07/20 - Present  
Information Technologist**

* Windows 10 migration
* Thin client deployment
* Imaging of thin clients

**TekSystems/ Hoag Hospital, Orange County (Contract)**

**06/20 - 07/20  
Information Technologist**

* Hardware thin client refresh
* iPhone software upgrade for hospitals

**Majestic/ Orange County Social Services Agency, Orange, CA (Contract)**

**01/19- Present  
Information Technologist**

* HP Self Maintainer Administrator
* Hardware Supervisor for the Agency
* Occasional Server installer at the NOC
* Provide technical phone/ remote to Social Services Staff in Orange County, CA
* Utilize Service Desk ticketing system to manage trouble tickets

**Cor Clearing LLC, Aliso Viejo, CA (Perm, Financial company)  
09/14-10/18  
Help Desk, Jr System Admin**

* Provide technical phone/ remote support for all Cor Clearing employees
* Lead tech for firm’s backup solution (Rapid Recovery).
* Intermediate tech for KACE
* Dell Data Protection (DDP) experienced
* Performed regular application upgrade on production servers
* Administrative rights on Active Directory, DUO dual authentication, O365, Exchange Administrator
* Experienced on Cisco soft phone installation
* Lead log monitoring tech, Splunk
* On call Help Desk and Rapid Recovery support
* Regular maintenance on designated servers using checkpoints on Hyper-V
* Created several virtual machines in Hyper-V
* Powershell experience with Rapid Recovery maintenance

**Irvine Technology Corp/ Econolite Group, Inc. Anaheim, CA (Contract)**

**06/14- 06/14  
Desktop Support Refresh**

* Imaged Laptops and desktops
* Transferred files to refresh equipment from for employees located across the US and Mexico.

**Apex/ Wells Fargo, Irvine, CA (Contract)**

**07/13- 02/14  
PC LAN Analyst III/ Desktop Support/ Win7 Migration**

* Resolved a recurring problem that plagued the company for months that resulted in a reduction of approx. 1500 calls per month (average 15 min call) to the Help Desk
* Appointed migration team lead for a site that resulted in twofold improved productivity
* Project involved upgrading OS and migrating to different domain simultaneously

**Majestic/ Orange County Social Services, Santa Ana, CA (Contract)**

**07/12- 06/13  
Help Desk Analyst/ Tech Support**

* Provide technical phone/ remote to Social Services Staff in Orange County, CA
* Troubleshoot MS Office 2003-2010 and Windows XP/7 issues
* Utilize Service Desk ticketing system to manage trouble tickets
* Utilize DameWare for PC remote support
* Managed Agency Excel Inventory of Failed Computers during a 300 computer outage
* Remotely removed Software on over 100 computers that did not meet Agency Policy
* Daily use of Powershell, Active Directory Users and Computers, CMD, DameWare, and Microsoft Products.
* Reduce a recurring printer procedure by twenty minutes

**Intratek/ OC Probation Department, Santa Ana, CA (Contract)  
01/12-03/12   
Desktop Support**

* Ghost Machines for deployment
* Backed up Users information
* Refreshed computers in multiple sites in Orange County
* Surplus equipment

**Crescent Solutions/ Cramer Decker, Santa Ana, CA (Contract)  
12/11-01/12   
Desktop Support**

* Reformatted 60 computers
* Created IT inventory
* Created floor plan from scratch with cubicle port numbers   
   for two floors and warehouse
* Replaced computers, printers, and other peripherals.
* Coordinated with e-waste recycling for hardware disposal
* Created Last Logon Report with Active Directory for users  
   and computers

**Digital River, Aliso Viejo, CA (Contract)  
07/11-12/11**

* Interface with Canon/eBay/Globaltech/Ingram
* Manage Sales inventory with csv, access, excel, and google docs.

**Private computer consultant/technician, Santa Ana, CA**

**01/09-12/10  
IT professional**

* Provide technical support on house calls
* Transfer data/profile from old computer to new computer
* Elimination of malicious logic
* Information Back up
* Order parts/software for defective device
* Monitor screen wall mount installation
* Home wireless networking installation
* Desktop Laptop reformatting.

**Allstaff Technical, Portland, OR (Contract)**

**12/08-12/08**

**Dell Field Technician (deployment/refresh)**

* Provide technical support for Army Corps of Engineers
* Install software on Desktop/Laptop with accordance to Dell regulations
* Removed hard drives from PCs’ set for disposition as part of the refresh program
* Commuted to three different sites in the state of Oregon for PC refresh
* Migrated information for ACE employees using Dell migration software
* Worked in hard hat environment
* Multi-tasked four PCs at a time for refresh program

**Long Beach Acceptances Corp, Long Beach, CA 10/06-03/08**

**Helpdesk**

* Provide technical phone, remote, and desktop support to LBAC in Orange, CA, Paramus, NJ, and nationwide remote users
* Provide technical DSL and connectivity support
* Utilize Remedy ticketing system to manage trouble tickets
* Troubleshoot ISP and Citrix issues
* Troubleshoot Blackberry hand held devices
* Set up Avaya voicemail accounts
* Add and delete users with Active Directory
* Install RAM on Cisco 3845 router
* Work on Domain migration project involving 300 computers

**Northrop Grumman, Azusa, CA (Contract) 06/06-08/06**

**IT Specialist**

* Provide Desktop Support for the Northrop Grumman facility in Azusa, CA
* Image PC’s utilizing Ghost
* Utilize proprietary ticketing systems to manage trouble tickets
* Install fiber optic SCSI on several systems
* Attained NASA Certification in Electrostatic Discharged, Clean Room, and Foreign Object Elimination

**DCMA-Boeing, Huntington Beach, CA (Contract) 1/06-06/06**

**IT Specialist**

* Provide technical Help Desk and Desktop Support for the DCMA offices located in the Boeing facilities of Huntington Beach and Seal Beach
* Utilize Magic ticketing system to manage trouble tickets
* Troubleshoot Blackberry hand held devices
* Utilize Wipe Disk to wipe information off hard drives
* Image PC’s utilizing Ghost
* Troubleshoot Citrix issues
* Enforce policies for the protection of classified systems

**Volt Delta Services, Orange, CA (Contract) 12/05-01/06**

**Computer Operator**

* Maintain, save, and backup Volt’s phone directory services
* Accomplishments: During the short amount of time spent with the company zero information was lost during backups

**US Air Force 09/01-09/05**

**Client Support Administrator**

* Create and administer all network accounts for the Squadron
* Tackled a severely neglected Computer Inventory account; put it back on track in only 4 months after years of inattention over $110K worth of outdated computers
* Update and replace 29 squadron computers (urgently)
* Upgrade to Windows XP and have zero loss of stored data during conversion phase while still being able to meet Air Force Computer Patch suspense’s and standards
* Surpassed base peers with the highest Initial Qualification Computer Test (IQT) score

**SPECIALIZED TRAINING/CLASSES**

* Fall Semester Cisco ASA, Windows 2008 Server, CCNA 2012
* A+ Certified 2012
* Spring Semester CompTIA Linux/Security, MS Exchange,   
  Windows 7 Configuration 2012
* Fall Semester College for CompTIA A+ & N+ 2011
* AS Computer Networking (estimated) 2020