#### CESAR RAMIREZ CANCINO

#### Simi Valley, CA 93065 [Ramirez368@hotmail.com](mailto:ramirez368@hotmail.com) Cell Phone: (818) 448-3467

#### **Computer Networking and Desktop Support**

#### CISCO CCNA Certified (R&S)

Computer networking background CISCO CCNA certified (Routing and Switching). Proficient in Active Directory, VoIP, SQL, and ERP Systems (Business Central and NetSuite) also skilled on TCP/IP Protocols, DNS, DHCP. Data Migration, Microsoft Office 365, Windows 7, 8 and 10, AWS and Microsoft Azure, Basic Linux CentOS 7, Mac OS X, Java, some bash shell scripting as well as basic Python. In addition, I have CompTIA Security + training, hands on tools for Security attack and vulnerabilities such as Kali Linux, Metasploitable for penetration testing, Security Onion, John the Ripper. Network traffic analysis with raw data and IDS such as Snort, and SIEM such as Splunk. Bachelor in progress in Computer Information Technology at California State University Northridge.

***Core Competencies:***

* Bi-lingual (English/Spanish).
* Highly organized, detail oriented and committed to finish deadlines as expected.
* Positive attitude toward change and ability to adapt to every environment and ready to be part of a driven IT department.
* Possess a combination of patience and determination to trace user’s technical issues and make recommendations for the user support needs and improvements.
* Always on the look-up to stay up to date with the newest technologies.
* Always Proactive and dependable with users’ issues with excellent interpersonal skills.

**PROFESSIONAL EXPERIENCE**

**ANTHEM (IBM Field Support) (F/T) June** 2019 – **Now**

**IT Technician:**

* Laptop Refresh project from Windows 7 to 10. Building user’s laptop with new images to transition all the user’s programs and data & Configurations to the new devise.
* RSA token setup for users with hard token or soft token.
* Apply power shell scripts for imaging deployment assurance to check security compliance.
* Troubleshooting VPN Access remotely with Cisco AnyConnect.
* Proficient on Service Now ticketing system; SNOW.
* Remote troubleshooting using RDP and Dameware tool for remote access for incident response.
* Access to Citrix for user’s support applications.
* Proficient on Office 365 implementation, Microsoft Teams and OneDrive for data migration.
* Encryption verification process through command line.
* Familiar with System Center Configuration Manager (SCCM) to push software in the Anthem environment.
* Familiar with programs such as Teradata, Reflections, Avaya, Toad.
* Implement SharePoint access for users.
* Manage Elevated credentials through CyberArk tool.
* Enforce of compliance for HIPPA guidelines of the organization for over 30000 users.

**BRAILLE INSTITUTE OF AMERICA (F/T Temp) May.** 2019 – **June 2019**

**IT Technician:**

* Refreshment project from Windows 7 to 10. Imaging using Acronics program with USB installation.
* Perform Support of over 300 users with Service desk Plus in a in-person and remotely environment for remote users spanned over 5 locations.
* Inventory Tracking and remote access with Desktop Central 10.

**MONTE NIDO AFFILIATES (F/T) May.** 2017 – **April.** 2019

**IT Technician:**

Team supports over 20 locations Across USA with over 500 users.

* Maintain, add, and troubleshoot Network Printers (Ricoh and Epson).
* Setup and deploy Polycom VoIP phones and support with 8x8 System.
* Setup and deploy Aruba Access Point for Wi-Fi.
* Maintenance and troubleshooting RDS for users to connect to their virtual environment.
* Diagnose, resolve, and maintain end user’s stations for PC and MAC (Software Update for Symantec Centrify, File Maker Pro, and Windows 10).
* Proficiency with installing and upgrading desktops Windows 10 with Bitlocker and antivirus.
* Setting up Shared Drive for internal and remote users.
* Maintain infrastructure documentation for hardware and software inventory.
* Setup users profile and setup Outlook mail accounts for PC and Mac users as well as joining them to a network domain (Use of Centrify software for Mac), install Cisco VPN for clients.
* Support users through e-mail, in person and remotely thought LogMeIn.
* Process Flows for ticketing system: Zendesk.

**AGOURA DENTAL (P/T) Aug.** 2015 – **May 2017**

Desktop Support:

Dental office support for 2 locations.

* Set-up and Maintain Printers.
* Set-Up Remote Access for office users to access Schedule and others important files in the server.
* Diagnose, resolve and maintain end users station (Software Update and install malware and anti-viruses).
* Proficiency with installing and upgrading desktops Windows 7 configuring and troubleshooting client workstations.
* Setting up Shared Drive for internal and remote use with Windows 2003 Server.
* Maintain infrastructure documentation.
* Create user profile and mail accounts.

**DYL, LLC (VoIP Services) (3 Month Contract) Dec.** 2016 – **Feb.** 2017

VOIP Tech Support:

* Set-up, Maintain and Support VoIP Clients Phone System including registration and provision of the phones like Grandstream GXP2140, GXP2130,Cisco SPA504G,SPA502G,Polycom IP Sound Point Ip335,Polycom IpVVX300, Yealink IP Phone Sip-T-20P.
* Set-Up Remote Access for customers through JoinMe, Team Viewer and LogMeIn.
* Set-Up and Support Softphone applications like Zoiper and X-Lite.
* Install Print Drivers, change cartridges, add printers to the Network and troubleshoot issues.
* Troubleshooting network devices (Router/Modem/Switch) and phone issues associated with registration with SIP protocols phones and DYL.
* Diagnose, resolve, and maintain end users (Software Update and install malware and anti-viruses).
* Create and escalate VoIP issues using Jira ticketing system to level II.
* Unlock passwords for users for access to the domain.

***EDUCATION***

* BS in **CIT Major** at California State University Northridge (CSUN) (In Progress)
* Pierce College: **Computer Networking** **AS**.
* WVOC: Networking certificates I and II.
* High School: Santiago-Chile

References upon request.