**Leo Kong**

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**(209) 602 5170**

**Experience:**

**INTEL** **Hillsboro, OR**

Network Support Aug 2019 to Aril 2020 Highly motivated Administrator relevant in Desktop Support, SAS 9.3 Administration, Windows Server Administration, IT Operations, Who also holds a ITIL Foundation: IT Service Management certificate and has over 5 years Project Management Experience, offering hands-on experience in a Windows, OSX and Linux (Centos, Red Hat, Ubuntu) environment. Experience maintaining, configuring and upgrading systems software, hardware and related infrastructure (Esxi, Networks, Virtual Machines, Exchange Serves, DNS Servers, AD Servers, Firewalls (Sonicwall), Routers/Switches (Cisco), Web Servers (Internet Information Services), VMWare Visualization, VMware Software, Vsphere 5.5, Active Directory 2012) Strong analytical skills; able to work with technicians from various engineering disciplines to troubleshoot complex system-level issues. (Data Center Infrastructure Management, Project Management, etc teams). Excellent Customer Service Skills. Currently enrolled in a dual masters program: MS IT / MS Cyber Security with a projected graduation date 2019 Core Qualifications • OS Administration (Win, OSX, Linux) • OS Install and Configuration • Hardware Build and Troubleshooting • Server Installation and Provisioning • Continnuum MSP Support • SAS 9.4 / 9.3 • JMP 8 - 11 • nQuery Advisor 7.0 • Service-now • Sales Force • Box.com • ISIWriter • ISIToolBox • Airwatch • Avaya Phone Systems • Jabber • Connectwise

• VMware ESX/vSphere • AD 2012 • AV (Norton, McAfee, Sophos, Webroot) • Windows Server 2016, 2012, 2008, 2003 • TCP/IP / DNS / FTP • eVault • Cisco WebEx • Dell Data Protect Encryption • Symantec Nukona • Mobile Platforms (Ipad, Iphone, Android, etc) • Global Submit Review • Bit Locker • Cable Bridge • Cisco Phone Systems • Skype for Business • 3CX PBX Phone System • Sonicwall

**Blackhawk Network** **Pleasanton, CA**

Desktop Support Engineer March 2019 to Aug 2019

Provide support and maintenance of MAC hardware, Apple mobile products, Applications, Pro Applications, and OS

Provide onsite support to Authorized Users with operational and technical support and to meet specified SLAs

Resolve incidents and problems associated with Apple products

Perform installation, configuration, upgrade, repair, and preventative maintenance on software, hardware and/or systems related to Apple products

Monitors and advises the team on the support activities of the Apple Support center

Provide on-site hardware support for general troubleshooting and problems for Apple products

**INTEL** **Hillsboro, OR**

Network Validation November 2018 to March 2019

Set up, execute Network Performance tests

Install the troubleshooting test environment.

will need to hardware (Network Adapters, Memory, Hard drives, CPUs, etc.) into the server platform

Update server system BIOS

Install Windows and Linux Operating Systems via PXE and ISO

Configure Operating System using Best Known Configuration documentation & scripts (PowerShell & BASH)

Install and Configure Network drivers using Best Known Configuration documentation & script

Execute Network Performance tests (Throughput, Latency, IP Forwarding, etc.)

Validate Network Performance results against historical data

Troubleshoot network configuration/performance issues

**Apple** **Cupertino, CA**

Application Engineer March 2018 to November 2018

Part of Global Security teams

User SCCM and PowerShell Scripting to do Migration over 400 servers for binding to WL domain

Federate to new Server, Check the log file for troubleshooting.

Use GPO and Windows Update, migrate the NVR camera permission to new NVR server

User Royal TSX to Remote into Console Manager to modify the hostname, and change Server Name

Run AutoRunSCCM Script

**City of San Jose** **San Jose, CA**

Network Engineer June 2017 to Dec 2017

Experienced using Configuration Manager 2012 SCCM

Microsoft Deployment Toolkit MDT to develop custom operating system images

patching solutions, troubleshooting and maintenance plans, Application Virtualization App-V and VDI

The knowledgeable building, maintaining and troubleshooting Group Policy Objects

Active Directory security and compliance configurations

In-depth understanding with deployment technologies to include

but not limited to WAIK, ADK, USMT, WDS, SCCM, WinPE, MDT

PowerShell, VB script, ZTI, LTI, and WICD

**Chase Bank and PCM, Inc.**

Deployment Engineer Oct 2016-June 2017

Manage Engine Service ticketing system, Office 365 support hardware upgrade inventory

Deploy image PC workstation and laptops. Active Directory adds, delete, modify user’s group's distribution list.

**Dignity Health** **Merced, CA**

Cerner Analyst Oct 2015 to Oct 2016

Responds to assigned issues and troubleshoots problems with desktops, laptops, tablets, mobile carts, printers and peripherals, including the deployment of new devices. Identifies potential issues that could adversely impact the end-user experience and takes corrective action. Participates in low complexity local and enterprise projects.

Assists in the maintenance of and enter appropriate data into the device asset management system and the knowledge management systems to capture knowledge and work processes.

**PWC** **Seattle, WA**

Desktop Support Engineer Oct 2014 to May 2015

Configuring Windows Server 2008 and 2012 tools and Administration AD, DNS, IIS

Installing and administration SQL Server 2008 and 2012.

Setup, repair, and maintain workstation computers and related equipment. Setup new users, maintain security, software, and hardware updates, etc.

Played a key role in creating and implementing a walk-up ITA Service Desk, and took over the responsibility of running this new Tech Express Desk for approximately 2 years, supporting over 1000 employees local to the Bellevue campus

Customer service, national and local asset management

**INTEL** **Hillsboro OR**

Network Validation Tester May 2013 to Oct 2014

Responsibilities for executes sanity, system, and end to end testing base on the milestone test cycle.

Setup TestBed installs Ubuntu Linux 13.1 for upgrade Android Kernel. Setup wireless 802.11abgn AP, Switch, Router, and wire shark wireless sniffer tools setup, run regression test, iperf performance

Test, on Nexus 10, Samsung, and IPad3 interoperability test with carriers and 3rd party devices Amazon Kindle Fire, HTC, Samsung, Nexus 10 and iPad3. Upgrade a new Android Kernel on Nexus 10 Review test cases and execute test cases for Wireless 802.11abgn, security WPA/WPA2 personal and enterprise for Nexus 10 devices base on milestones Alpha, beta, Gold Master cycle testing.

Regression test used fast boot command to install Apps, and flash Tablet

**Skills**

Professional certifications: ACMT Apple Certified Mac Technician or Ubuntu Certification.

Microsoft Active Directory, Office 365, DNS/DHCP

Experience supporting video teleconferencing systems.

Customer service, national and local asset management, education and training of clients.

Desktop Support| Expert -10+ Years | 2018 | Primary Skill

Asset Management| Expert - 5+ Years | 2018 | Primary Skill

Deployment | Expert - 10+ Years | 2018 | Primary Skill

Imaging| Proficient -10+ Years| 2018 | Primary Skill

Trouble Shooting| Expert -10+ Years | 2018 | Primary Skill

Operation System | Unix, Dos, Server 2012 R2, Server DC 2016, MAC Mojave, Win 10 Enterprise Red Hat 7.5

Programming C, HTML, Java, Perl, Python, PowerShell, SQL, Apache, IIS

Mellanox Switch, Arista 7508, Axia, Spirent

Jamf Provisioning DEP

OKTA Service Now Remedy

**Education:**

**MERCED COLLEGE** **Merced, CA**

AS

**San Jose State University** **San Jose, CA**

BS