***Networking | Cisco Experience | Relationship Building| Intervention/Problem Solving***

Proactive professional with hands-on experience in customer service and telecommunications. Experienced in Data Communications, Digital Communications, Installing and Troubleshooting Cisco routers, switches and firewalls, Cisco polycom phones, operating systems, applications, computer support, IP Networks and Project Management. Certified in OSHA and problem solving. Possess multiple years of experience working with Windows Operating Systems and Microsoft Applications.

**EDUCATION**

**Richard J. Daley College, Chicago, IL**

**Associate of Applied Science (Networking Systems)**

**Computer Information Systems Certification**

**Networking Systems and Technologies Certification**

Relevant Coursework: Computer Operations, Operating System I, Computer Science, Internetworking I, II, III, IV, Intro to Microcomputers

Leo Catholic High School (Chicago, IL)

**SKILLS**

* **Operating Systems**: Windows, Linux, Mac
* **Software**: Word, Excel, PowerPoint, Access, Adobe, Exchange, Bit Locker, Secure Doc
* **Networking**: IP addresses, IP Voice, Network Address Translation (NAT), WAN, LAN, VPN
* **Hardware**: Reprogram and clean computer of viruses and malicious software, installation of mother boards, switches, routers, firewalls
* **Languages**: HTML, Java
* **Web Development**

**PROFESSIONAL EXPERIENCE**

**True Religion Brand Jeans, Manhattan Beach, CA Current**

**System Administrator**

**•** Configure and Troubleshoot OS related issues

• Manage OU’s and Accounts in AD

• Lead, manage, contribute, and collaborate with team members on efforts/projects in the deployment, maintenance and support new and current software/hardware

* Provide helpdesk and project support for the Company’s end-users, including those in remote locations
* Mentor and Train team members
* Work with vendors
* Test and troubleshoot new complex hardware components and design
* Support the company’s telecom/audio visual needs, including assessing reliability, and recommending service/equipment upgrades.
* Manage mobile devices
* Review IT infrastructure environment, recommend and lead implementation of changes to existing systems, migration to other platforms, computer hardware and software upgrades
* Maintain current system and implement new systems
* Collaborates with IT and pipeline team to resolve cross-department technical problems and diagnose root causes of incidents
* Provides Tier 3 level escalation support for difficult to solve incidents
* Support Adobe Creative Suit Google Suite
* Setup IP phones in Shoretel server
* Manage & Maintain A/V system
* Support C level executives
* Travel to other Corporate Offices and stores

**Los Angeles Rams, Los Angeles, CA**

**System Administrator/Desktop Support January 2018-October2018**

• Implement the IT operating plan to support the Company’s operating effectiveness and efficiency.

• Provide helpdesk and project support for the Company’s end-users, including those in remote locations.

* Troubleshoot, monitor, and provide support for Microsoft related technologies: Windows Server (2008 and 2012), Office 365, Windows 10, SharePoint, etc.
* Provide user training and organize vendor training for new services and software.
* Troubleshoot, monitor and provide support for WAN and LAN network connectivity, routers, firewalls, multi-factor authentication and security.
* Manage OU’s and accounts in Active Directory
* Facilitate communication between the Company and the building management company and stay on top of building related issues; oversee day-to-day responsibilities of facilities staff.
* Participate in hardware/software projects and deployment plans
* Provide remote access (VPN and Terminal Services) troubleshooting and support.
* Review and monitor the IT infrastructure environment; recommend and lead implementation of changes to existing system designs, migration to other platforms and computer hardware and software upgrades.
* Provide support for the company’s telecommunication/audio visual needs, including existing services, assessing reliability, and recommending service/equipment upgrades.

**University of Texas Arlington, Arlington, Texas**

**Division of Enterprise Development/Continuing Education**

**System Administrator II/Desktop Support March 2017-Dec 2017**

• Develops solutions to problems utilizing formal education and judgment.

**•** Maintain and support the division’s mission-critical website and registration database system, and

related reporting tools

• Format Mac OS

• Participate in hardware/software projects and deployment plans

• Troubleshooting and Reimaging Windows and Mac computers

• Supported Windows 7, 8, and 10

• Supported Mac OS Sierra, High Sierra

• Worked with Active directory

• Help faculty, staff and students with hardware and software issues

• Worked on software and hardware projects for Faculty and Staff

• Support environments of thousands of end users

• Remote Access tool

• Supported Mobile devices

• Used and maintained service desk ticket tool

• Installed and repaired data encryption software tool

• Maintain and support other division applications and related servers

• Assist clients with use of standard personnel computing technology for the business unit

• Install, setup, and configure standard hardware and software and assist with support of hardware and

software to meet client needs

**•** Diagnose and perform intermediate to advanced software and hardware repairs

• Supported Executive and Directors

• Assists in maintaining documentation for standards, services, procedures and inventories

• Participate in hardware/software projects and deployment plans.

• Analyze work group systems and recommend solutions.

• Create technical specifications and detailed software design documentation based on business

requirements

• Perform modifications to tools and processes used to automate personal computing support services

• Design, code, test and install web applications based on technical specifications using standard

developmental tools and methodologies

• Train and manage junior personnel in documented procedures

• Work closely with other I.T. team members, and occasionally coordinate miscellaneous administrative

tasks

• Drive day to day business needs by managing processes and/or workflow

**W&E Communications Inc., Chicago, IL**

**Technical Support Engineer April 2013 – March 2017**

* Responsible for managing technicians that install and repair VOIP, IP networks, HSD, I.T., Television Hard lined and Wireless Networks in residential homes and commercial businesses
* Maintain and repair company systems including hardware, software and networks as well as operating systems
* Configuring and troubleshooting routers and computers
* Planning staff schedules and overseeing daily operations
* Install and repair IP desktop phones
* Install static I.P. addresses and work with IP networks
* Installing and troubleshooting Cisco equipment
* Supported Mac OS Yosemite, Mavericks, Yosemite
* Supported Windows Vista, 7, 8
* Manage projects
* Configure Cisco software
* Worked with Windows 7 and involved with upgrading to Windows 10 with a team
* Support operations and provision applications during upgrades
* Accommodate the needs of clients and acts accordingly
* Maintain Inventory
* Supported Hundreds of end users
* Diagnose and resolve technical issues
* Reassure customers of the benefits of preventive maintenance and upgrades
* Perform Quality Inspections
* Handle and resolve customer issues

**AT&T, Chicago, IL**

**Field Technician / U-Verse Tech February 2008 – October 2012**

* Responsible for installing, maintaining and repairing voiceover internet protocol (VOIP), high speed internet (HSIA), I.T., Television, Hard lined and Wireless Networks in homes and businesses
* Install, maintain, and repair company systems including hardware, software and networks as well as operating systems
* Responsible for fixing and maintaining desktop computers in homes or businesses
* Supported Windows XP and Windows Vista
* Configuring and troubleshooting Cisco routers and computers
* Worked with Cisco equipment
* Assist clients to conceptualize and design new or enhanced IT strategies, including sourcing and strategic business transformations
* Manage Projects
* Worked with Active Directory
* Diagnose and resolve technical issues
* Provide overall process management required to completely and successfully implement and integrate global compensation business processes
* Work collaboratively with a variety of key stakeholders across the organization to ensure alignment and consistency with broader organizational communication efforts
* Install and Troubleshoot Windows OS, Applications and Hardware
* Accommodates the needs of customers and acts accordingly
* Provision of project support for on and off premise teams as needed
* Reassure customers of the benefits of preventive maintenance and upgrades
* Maintain Inventory
* Handle and resolve customer issues
* Ensure the functionality of customers PC/Mac desktops and laptops
* Executive Support

**Garda/UAS, Chicago, IL**

**Guard May 2007- November 2007**

* Worked and interacted with customers daily
* Drove a company vehicle to make pick-ups and the deliveries
* Transported large sums of money to and from businesses, banks and casinos
* Collaborated with partner to make on-time deliveries and handle documents in a timely manner
* Insured professional, safe and secure transports

**Fair Electric, Chicago, IL**

**Electrician August 2004- April 2007**

* Responsibilities included installing electrical wiring and fixtures in customers’ homes and businesses
* Installed lights, fans, plugs, switches, and services
* Installed updated wiring, 100 and 200 amp electrical services
* Inspected and brought homes and properties up to code
* Interacted with customers daily explaining clearly what steps were necessary to provide safe wiring that met regulation