**SUMMARY OF EXPERIENCE**

Professional IT System Administrator with 7 years corporate IT experience. White glove customer service in Windows AD or JAMF environment. Knowledge of CISCO CCNA, CompTIA A+, Network+, Security+ and Project+ certs. ITIL best practices. Scripting in Ruby, Python, HTML/CSS and JavaScript. BS Business IT Management degree and MBA Business IT Management degree.

|  |  |  |  |
| --- | --- | --- | --- |
| **SOFTWARE:** | **HARDWARE:** | **IT PROJECT MANAGEMENT:** |  |
| * Active Directory, JAMF * TCP/IP, DNS, VPN, SSH * Windows 10, MacOS * Duo 2FA, Auth-Anvil * Zendesk, Service Now * Office 365, Outlook, G-suite * Linux, Python, Java, SQL | | * Desktop Support * Cisco Meraki devices * Dell SonicWALL devices * Konica Minolta * IP Phones, Smartphones * iPad, MS Surface Pro * RJ-45/Cat5e Cabling | * ITIL Methodology * PMBOK Methodology * Social Media Marketing * Business Management * C-Suite Executive Support * Purchase Orders * Wireless Network Projects |  |

**EXPERIENCE**

**Purcell Murray,** San Francisco, CA Dec 2019–Present

**Senior Desktop Support Administrator**

Desktop Support Administration role providing support to corporate executives and local and remote offices. Users submit tickets into the helpdesk “Fresh Desk,” where they get a prompt follow up to their requests. Log into servers to access Active Directory, (G-Suite) and Exchange to manage email accounts and other settings. New hires onboarding, smart phone, IP phone setup, and setup on proprietary applications; (Tableau, Epicor Prophet 21, QuickBooks, Symantec, TeamViewer).

* Windows 10 upgrades as relating to Windows 7 EOL. Imaging and application installs for new hires.
* Hardware support for printer scanners, IP phones, smartphones and tablets. Ordering hardware.
* Assist users with issues per “Fresh Desk” while escalating when necessary. Updating tickets.
* Remote support to off-site users VPN, Office 365 or Gmail issues on their laptops, tablets or phones.

**Team Logic IT,** Alameda, CA Oct 2019–May 2021

**IT Support Technician II**

IT Support Technician providing Managed Services to end users around the Bay Area. As an MSP our clients are educated on Cloud, BDR, and Cyber Security solutions and how leveraging these technologies can help their business continuity.

* Migrating Windows 10 computers for small businesses in preparation of Windows 7 EOL, Datto Alto for backups.
* Using MS Authenticator for Office 365 and Auth-Anvil 2FA for Kaseya and Autotask and other proprietary software.
* Working with Kaseya NOC for monitoring client networks, using Autotask for CRM and support ticketing.

**Darktrace (short term contract),** San Francisco, CA Mar 2019–Jun 2019

**IT Support Engineer**

Support the internal IT department at Darktrace in the United States and worldwide using a wide array of applications and network technologies for system administration of Sales Engineers, Cyber Engineers, Business Analysts, and other executives’ computers and related user accounts. Setup Macs enroll in JAMF, Duo 2FA, and Outlook, Join.me, Symantec.

* Debugging issues relating to MS Office 365, Exchange email accounts, and Cisco AnyConnect VPN using Faraday.
* Order, configure, deploy and train new hires on use of hardware and company security and device use policies.
* Assist remote team members with technical system updates and procedural changes that affect the SF end users.
* Setup network at office buildings and document and debug network related issues in servers and firewalls.

**Crunch Fitness,** San Francisco, CA Apr 2017–Feb 2019

**Desktop Support Administrator**

Desktop Administration role providing support for Crunch Fitness gyms in the Bay Area, North West, and East Coast. Migrate to Windows 10 as the new standard for computing at 10 locations with 15-20 PCs. Reporting Bugs in the CRM software using Happy Fox ticketing system. System administration using Active Directory and Exchange Server for user and email account creation and giving access to other software. New hire onboarding, MFP printer setup, and network administration. Applications/tools include (Motion Soft, Office 365, Track-It!, Ulti-Pro, Dell Sonic Wall, Rockbot, Topaz Systems, VeriFone, Ingenico.

* Migrate to newer Windows 10 OS from Windows 7, Setup Office 365 and applications at all locations.
* Creation of user accounts for financial transactions, email accounts, and even sales software.
* Assisting users via email, phone, or Bomgar remote software, resolving helpdesk tickets in the process.
* Cable runs from the network room to front desk at multiple locations using patch panels and wall jacks.

**YouTube/ Google (short term contract),** San Jose, CA Jan 2017–Apr 2017

**Technical Customer Support**

Provided customer support to Google YouTube's new TV app. Some phone, chat, and email support necessary for customers. 24-7 support to cover all types of users and time zones. Extraordinary typing speed and technical writing to ensure user interaction goes as best as possible. Social media keyword monitoring as well as Knowledgebase updates and team reviews. (Chromebook computers, G-Suite, Social Media Management).

* Advanced troubleshooting of Google hardware and software for entertainment and business use.
* Provided email, chat, and phone support of the YouTube TV application for users across the US.
* Met with shareholders and Product Managers to discuss user issues and feature requests.

**Veteran’s Affair,** Oakland, CA Feb 2016–Oct 2016

**Integrated Campus Support**

Worked with team members to provide the best System Administration for the Veteran's Affair in Oakland, CA. Helped create user accounts and deploy machines to new and current users, often time remote users.

Also covered a variety of technical support needs so ensure full system functionality for our users. (Windows 10, smartcards).

* Provided new PC units for new hires; in house and remote users across the US.
* Use of ticketing system to track and resolve user issues to limit user downtime when business picks up.
* System administration using Active Directory and Exchange Server for user and email account creation.

**Dynavax Technologies (short term contract),** Berkeley, CA Sept 2015–Dec 2015

**IT-Technical Support**

Supported End Users with technical issues in their day to day activities. Work with system administrators to add new employees to the Dynavax internal network. Set up of Video Conferencing units for meetings. Resolve requests sent to the Zendesk Ticketing system. Use OKTA as a single sign-on and web-app portal. (Office 365, Concur, Zoom video).

* Resolved MS Office, Audio/ Video, or phone issues, and deploy new Windows 10 Computers systems.
* Managed the ticketing queue using “Zendesk” to track and notate progress on user technical requests.

**Gymboree Corp (short term contract),** San Francisco, CA Apr 2015–Jul 2015

**Desktop Support Engineer**

Worked closely with the IT manager and Project Manager in effort to expedite the work flow of the Desktop Support team and Service Desk teams to meet the deadlines of our company wide Windows 10 and MacOS migrations. (WDS, SCCM).

* Provided desktop support for PC, Mac and mobile devices including hardware, software installations on Desktops and Laptops, System imaging and migrations to Windows 10 and the newest MacOS.
* Managed the ticketing queue using “Service Now” for end user service requests and incidents daily by assigning tickets out to the Desktop Support team and work closely with the IT manager.
* Coordinated projects regularly including; attending project meetings, task and time management, prioritizing work and supporting the project as assigned under periodic review.

**Bank of the West (Internship),** San Ramon, CA Jul 2014–Apr 2015

**IT Support Specialist – I**

Worked under the direction of the Help Desk Supervisor as a level 1 IT Support Specialists providing first level troubleshooting for trouble tickets via the Cherwell service management platform. Level 1 IT Support Specialists must escalate and notify managers of all SLA’s and collaborate with level 2 analysts often. This is a call center environment and we use remote desktop to support our many users. (Exchange, SharePoint, Toad, AD, GPOs, Bomgar, IE, TCP/IP, ITIL).

* Provided resolution for over 50 reported problems daily and log trouble tickets during initial user contact.
* Supported 10,000+ employees on the West Coast and Midwestern states by phone, email, and MS Lync.
* Per ITIL guidelines collaborated with level 2 and 3 technicians to resolve major problems with reliable solutions.

**EDUCATION**

**Western Governor’s University,** Salt Lake City, UT Mar 2020–Present

*M.B.A. Business- IT Management*

The Master of Business Administration-Information Technology Management prepares me for a midlevel to upper-level information technology management position in business, industry, and non-profit organizations.

**Western Governor’s University,** Salt Lake City, UT Jun 2015–May 2019

* 1. *Business- IT Management*

The Business Degree for IT Management will prepare me for positions in the areas of Project Management, Sales Director, Data Center Manager and more positions revolving around business and information technology.

**Foothill College/ Year Up,** San Francisco, CA Feb 2014–Jan 2015

* + - An 11-month long IT training program focused on information technology, business communication, and professional development. Coursework: LINC 88: Intro to Computer Operating Systems
    - LINC 89: Intro to Microsoft Windows Services
    - ENG 50: Technical Writing
    - Focused on Mac computers certification handbook “*OS X Essential Support 10.9*” and server technology
    - Completion of “General Assembly” an advanced course in coding in HTML, CSS, and JavaScript

**CSU Chico,** Chico, CA Aug 2008–May 2010

* + - Applied Computer Graphics/ Electrical Engineering
    - Japanese Language (Conversational Proficiency)