Christopher Hanson

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**Career Objective**

***Information Technology Security Specialist***

**Summary of Qualifications**

A self-starter who is dependable, hardworking, and motivated to succeed

Possess a Certificate CIS Professional in Network Security

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| --- | --- |
| * *Eight years providing excellent customer service* | * *Problem Solver/Troubleshooter* |
| * *Mechanically gifted* | * *Over 10 Years In IT* |
| * *Computer proficient* | * *Over 12 years in automotive* |

**Employment Highlights**

May 2018-Nov 2019 *IT* *Support Technician* **Superior Communications, Irwindale, CA**

* Active Directory add/remove users/machines
* Imaging/upgrades Hard drive swaps/SSD, ghosting images ram additions/video card installs
* Conference room presentation equipment, i.e. display issues/Zoom Cloud troubleshooting
* Warehouse logistics and 3PL systems check walkthroughs 2x weekly
* Managed and performed excellent IT support to over 300 users
* Executive support onsite/remote Dameware
* Desktop/Hardware support remote support, Deployment/Breakdown/Break fix
* Support of Hp 840 G1, G2, G3, Zbook G5, and Acer Veriton HP Z240 SFF Workstation
* VOIP Phone support Avaya H323/Portal use assigning new Ext/users/troubleshooting
* Dameware TeamViewer Hyena VMware Microsoft Exchange use
* Office 365 Active Directory support installations upgrades
* Adobe Creative Cloud support all apps or separate.
* Apple IPad/IMac support
* Major department Windows upgrades
* Barracuda Web/Mail filter whitelisting troubleshooting
* Fortinet Traffic monitoring maintenance
* Networking and Topology designs
* Identified major security issues/resolutions
* Worked with application support to ensure our machines can handle tweaks and upgrades
* Light DOMO, PowerBI, and Viewpoint WMS(Warehouse Management System) support
* EASYLABEL/Datamax and Zebra printer support configurations networking.
* Fortinet VPN Setup configuration including GPO Active Directory assigning.

August 2017-March 2018 *IT Department Manager,* **Donald J. Scheffler’s Co., Azusa, CA.**

* Managed and performed excellent direct IT support to 100 users
* Responsible for all dept cost and deployment
* Maintained DC server and PCMX server running SQL DB 2014 Windows server 2008 R2
* New HP Envy series and Dell workstation setups to break fix
* Maintained and support of network and direct USB installed printers
* Models ranging from Ricoh 4502, HP 400-451, and Samsung C1860
* New network setups to break fix
* Maintained and monitored Fortinet Firewall and Q-See cameras
* Network pen-testing using Kali Linux and patching, configuring ports
* Custom Windows 7, 8, 10 builds running various programs ranging from Office 365 to Google Suite, ACAD 2018, Blue Beam, Adobe, Print2CAD, Autodesk Revit 2017, PCMX.
* Security and direct Android phone deployment custom app building to fit current business needs, running Maas360
* Whitelisting and setting up custom work profiles via Google Suite. KX-NS700 VOIP support and maintenance
* Maintaining and updating company Active Directory and Google Suite
* Website design and maintenance

March 2016-August 2017 *Enterprise Operations Systems Lead*, **OnsiteRIS Irvine, CA.**

* Providing excellent customer service remotely and phone support to the various fast food restaurant chains/franchises
* Escalations, Tier 2 Project management, and IMT for Burger King, Krystal Burger, Stevi Bs, Urth Café, and Twinsteps Architecture
* Experienced on various machines ranging from HP ProDesk 600G2, Hewlett-Packard HP ProDesk 600 G1, SFF Hewlett-Packard HP Compaq Pro 4300 SFF, PC Dell Inc. Precision WorkStation T3500, and HP ProLiant ML110 G5.
* Various operating systems ranging from Windows 98, 7, Vista, 8, 10.
* Extensive desktop support and printer support, such as Samsung M3370’s, and Brother MFC 2700 DW. Also responsible for updating drivers, updating and maintaining security, (PCI Compliance)
* Light Registry edit jobs, server work (Windows 2012) including Active Directory, compatibility troubleshooting, and work arounds, from network setup to break fix
* Network security configuring of Cisco 800 series, FortiGate 6000 configurations, Dell Sonic Wall, CCTV setup, and Vendor Relations with follow up

Nov 2014-2016 *IT* *Contractor*, **Audax IT**, **Fullerton CA.** IT Contractor as needed. IT repairs for schools and offices. Network setups to upgrades to break fix. End to end onsite IT Support.

Jun 2012-2014 *IT Contractor*, **MS Network Consultant**, IT Contractor onsite as needed. IT repairs for chain and franchise stores. From set up to break fix. Also security and asset management. End to end onsite IT Support. (References Available.)

**Education**

2016 *IT Network Security Certificate, Computer Science,* **Mt. San Antonio College,** Walnut, California. Network Security, Firewalls, Microsoft Applications, Kali Linux, Windows Server. Pending Cisco Certification.

*High School Diploma*, **Ayala High School**, Chino Hills, California.  Relevant courses include: Typing, PowerPoint, Computer Programming. Networking and Security, intro to computers, and continuing more classes.

**Other Skills**

Type 65 wpm.  Competent in Microsoft Word, Excel, PowerPoint, and Adobe Acrobat. Advanced knowledge and experience in data entry, html, DHCP, TCP/IP, ARP, FTP, HTTP, HTTPS, NAT, RDP, Wireshark captures, Windows PowerShell, Event Viewer, SCCM, Linux, and Linux server builds. Network security, Firewalls, Cisco routers IDS/IPS, Common User Errors, WiFi troubleshoot, Virus problems, performance upgrades, and general software/hardware related problems. Knowledge in warehouse technology ranges from WMS, EASYLABEL, Datamax/Zebra Label Printers, and RF Guns running Android/Linux. Certificate in Network Security. Speaks and understands Spanish.

*References furnished upon request*