**Sean Toombs**

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**SUMMARY**

Driven, client-focused IT support administrator pursuing a long-term information technology opportunity. With more than a total of four years of experience providing technical support for large and small organizations, I possess exceptional soft skills, while providing level 2-3 support. I have experience building and maintaining great reputations for the IT departments I previously worked for and represented. Successfully shown the ability to balance priorities while quickly solving issues to strengthen business processes and minimizing user’s downtime.

**EMPLOYMENT HISTORY**

**City of Hope:** *Desktop Engineer,* ***Employee****,* Upland CA *February 2020 - Current*

* Manage end-user support for 3 regional clinics, 200 users, 45 VIP doctors, 365 on-call support
* Salesforce RemedyForce Ticketing system
* Symantec Altiris, Symantec Endpoint Connection, Dell Encryption Enterprise
* DNS Manager, SMB administration
* IDF Room: Patching, network KVM configurations
* Citrix receiver troubleshooting & VMware Horizon initialization and configuration for external hospital access
* Epic Support: printing, Imprivata, & Ingenico + Instamed credit card scanner setup/configuration within Epic
* Intune mobile device enrollments
* Project management
* Microsoft Teams support including integration with conference room A/V, integration with Outlook 365
* SCCM imaging, remote control, generate device reports, asset management
* Microsoft Software Center & Client Center Configuration Manager for software delivery/installation
* Software center, Bomgar, App-V distribution via GPO
* Cisco VoIP phone provisioning: Cisco unified CM Administration & Cisco Unity connection administration

**FivePoint:** *Site Administrator,* ***Contract Role,*** Irvine CA*March 2019 – February 2020*

* Provide support to 100+ users in 4 locations
* Proficiency using; Connectwise, Active Directory, Lenovo & Dell systems, MacBooks, iPad & iPhones, Bitlocker, & substantial C-level white glove support
* Azure Active directory, Hyper-V, Windows Server 2016 roles and features, security patches
* Kace system management scripting, asset inventory management and reporting
* Independently supported field offices: network, off domain troubleshooting, and security incident resolution
* Kace Asset Management, Ring Central & Office 365 administration
* A/V administration: Apple TV, Crestron technologies, Solstice wireless collaboration solutions
* Windows migrations & patching, imaging large volumes of Lenovo systems
* Application support: AutoCad/AutoDesk, Adobe Creative Suite, Sketchup Pro, Factset
* Polycom phone provisioning, Polycom conference phone setup and troubleshooting

**Fidelity National Financial:** *Technical Infrastructure Support,* ***Temp Role,*** Irvine CA*December 2018 – March 2019*

* Support 10,000+ users in the US & India
* Proficiency using: Service Now, Bomgar, Active Directory, ADM Manager, Cisco Any-connect, LockoutStatus Tool, Citrix receiver, Citrix Session Management tool, Citrix Xenapp, and Oracle account troubleshooting
* Resolve tickets from Service Now, and two intranet software support phone ques’
* Macintosh remote support, C-level remote support

**Cox Communications:** *Desktop Support,* ***Contract Role,*** Foothill Ranch CA *July 2018 – November 2018*

* Windows imaging and SCCM deployments, data migration, Mac OS support, C-level support
* User account creation & administration for Active Directory, Exchange Mailboxes, MobileIron, MobilePass, and distribution lists
* Network shares, Cisco VoIP configuration, Global Protect & NetMotion VPN, Remote Desktop Connection
* Bitlocker key management, Microsoft teams, Skype Business troubleshooting, Service Now ticketing system, computer refresh projects

**Dell:** *Field engineer 4,* ***Contract Role,*** Los Angeles CA*August 2017 – July 2018*

* Dell computer & tablet hardware support
* Salesforce Remedy-force, Dell Encryption Enterprise
* Hardware break/fix, imaging, driver and peripheral support
* Work independently, schedule service times with IT departments and residential customers
* VIP and C-level support

**Xerox:** *Printer Technician*, **Contract,** Los Angeles CA *December 2016 – August 2017*

* Coordinate with LA IT teams to image, configure, and deploy Xerox printers throughout LA County Department of Social Services offices
* Provide customer support locally and remotely for Xerox network printers
* Configure administrator Xerox accounts for onsite IT teams
* Teach groups of users Xerox features: secure printing, scan to email, usb key-fob login, and GUI navigation

**SoCal PC/Mac Repair:** *Computer Technician*, **Self-employed**, Torrance CA *November 2015 – December 2016*

* Receive call from clients with personal computer/IT problems, troubleshooting over the phone with clients
* 90% hardware troubleshooting, upgrading, reformatting, migrate users data securely
* Recovering operating systems with client’s data with recovery software, encrypting hard drives with Bitlocker, replacing heatsink assemblies, replacing graphics and sounds cards
* Laptops, Apple Tv's, MacBook Pro's, desktops, home networking, iMac's, Android & iPad tablets

**EDUCATION**

CompTIA: *A+ Certification*

Dell: *Certified Systems Expert*

Microsoft Virtual Academy: *Active Directory*

Southern California Regional Occupational Center: Cisco *Network Support Specialist II*

West High School, Torrance, CA: *Diploma*