**Objective:** To obtain a full time position with an opportunity to apply my IT skills and knowledge

**Highlight of Qualifications:**

CompTIA A+ Certified (2/2012)

Standard First Aid Certified (10/2011)

Typing speed 65 wpm

Detail-oriented Skills

**Educational Background:**

Heald College Honolulu, Hawaii Graduation: April 2012

**Associates in Applied Science Degree in Information Technology with an emphasis in Network Systems Administration**

**Work experience:**

Crescent Solution September 2019 to June 2020 Las Vegas, Nevada

System Administrator

* Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, reviewing system and application logs, performance benchmarking and verifying completion of scheduled jobs such as backups.
* Create, modify, and maintain Active Directory user, computer, and printer objects.
* Apply necessary OS patches and upgrades on a regular basis, and configure / add new services as necessary.
* Assists with basic configuration, monitoring, troubleshooting, analysis and repair of desktop and server system, disaster recovery systems, switches, and networks, video systems.
* Provide Tier II support and triage for systems hardware, software, and other resource failures or troubleshooting issues.
* Actively seeks new information about changing products, markets, procedures, techniques, industry trends, developments and best practices.
* Maintains UAG virtual environments, ensuring maximum availability of all VMware infrastructures.
* Perform troubleshoot CRM end-user issue and provide solution in professional and timely manner.
* Assisting IT Team in creating documentation materials for end-user frequently asked questions (FAQs).
* Install new / rebuild existing servers and configure hardware, peripherals, services, directories, storage, etc. in accordance with standards and project/operational requirements.
* Perform and install 8x8 Cisco VoIP phone deployments and SSL VPN clients’ setup/support.
* Diagnosing and resolving end-user network or local Apple/MAC, Windows, printer problems, PC hardware problems, e-mail, Internet, and local-area network access problems
* Escalate more complex problems to the appropriate Tier support technician; and, perform related administrative and reporting requirement as required.
* Configuring approved end-user mobile devices for connectivity to system and troubleshoots basic communication issues.
* Contacts third-party vendors for warranty service and repair; and performs related work as required.

Dynojet Research March 2014 to June 2019 North Las Vegas, Nevada

System Support Technician

* Diagnose Windows, Mobile OS, and telephone hardware and software problems by asking accurate, concise questions in professional and timely manner.
* Troubleshoot issues for problem recognition, research, isolation, resolution and follow up for desktop applications, local/networking printing, e-mail connectivity and hardware issues.
* Repair/Replace hardware as necessary. Contact third party vendors as needed.
* Call logging & Assignment: Manage the ticket queue in an efficient and timely manner.
* Respond to incoming requests (e.g., e-mails, dashboard alerts, telephone calls, voicemail, or in person) and accurately identify, diagnose, prioritize, log, and dispatch the service requests within established Service level standards. Enter and report technical problems, causes and solutions within the call logging software. Follow-up with staff to ensure issue has been resolved.
* Inventory Asset Manager: Record and label new hardware and continuously update inventory database.
* Escalate more complex problems to the appropriate Tier support technician; and, perform related administrative and reporting requirement as required.
* Physical cleaning of computer hardware.
* Learn and support new and fast-changing technologies.
* Perform basic system administration such as creating/disabling users in Active Directory (AD) and mailboxes in the Exchange Console according to the approved security access, granting permissions, adding/removing/updating security group and distribution lists, creating/deleting DHCP reservations for workstation s and joining /disjoining workstations to the domain.
* Installing and relocating network cables, desktop computer, printers and Cisco VoIP phones.
* Perform and monitor backup storage disk and tape server, replacing and adding new tapes when is full and sending it to off site facility.
* Perform and install 8x8 Cisco VoIP phone deployment and SSL VPN clients setup/support
* Configuring approved end-user mobile devices for connectivity to system and troubleshoots basic communication issues.
* Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, software, and network and telephony equipment.
* Perform troubleshoot SYSPRO ERP end-user issue and provide solution in professional and timely manner.
* Installing and upgrade network devices such as access points, switches and servers.

Gaming Partner International July 2012 to January 2014 Las Vegas, Nevada

IT System Technician/ System Engineer

* Conducting hardware and software inventory maintenance and reporting;
* Identifying, diagnosing and resolving problems for over 300 local and remote end-users.
* Contacts third-party vendors for warranty service and repair; and performs related work as required.
* Diagnosing and resolving end-user network or local Apple/MAC, Windows, printer problems, PC hardware problems, e-mail, Internet, and local-area network access problems
* Performing minor desktop hardware repair for PC computer equipment and peripherals, not covered by third-party vendor maintenance agreements.
* VOIP desk phones, cell phones, wireless Internet cards and all other telecommunications devices and equipment.
* Delivering asset tags, setting up, and assisting with the configuration of end-user PC desktop hardware, software and peripherals.
* Coordinating timely repair of PC computer equipment covered by third-party vendor maintenance agreements.
* Installing local area network cabling systems and equipment such as network interface cards and switches.
* Assisting IT Team in creating documentation materials for end-user frequently asked questions (FAQs).
* Configuring approved end-user mobile devices for connectivity to system and troubleshoots basic communication issues.
* Perform troubleshoot MAS200 ERP end-user issue and provide solution in professional and timely manner.
* Documented help desk tickets/resolutions, and provided overall assistance in daily network administration such as active directory and maintenance routine all servers’ onsite and offsite location.
* General Active Directory account, security group, group policy and Office 365 account administration.
* Troubleshoot and repair RFID equipment and provide software support for the client.

TJ Mahoney & Associates June 2005 to June 2012 Honolulu, Hawaii

Community Correction Specialist

* Troubleshoot and repair computer, printer and fax machine as needed.
* Residents accountability, equipment inventory, perform urine and breathalyzer test on clients, weekly food commissary, employment check, process money order and input database in alert software system.
* Monitor security CCTV camera to ensure running properly; troubleshoot and repair as needed.

IT Specialist:

* 5 years of experience helping clients building new computer system, computer/laptop repairs, installing and updating software programs, setting up network thru WAN and LAN, troubleshooting for computer problems such as virus and malware programs and consulting clients how to use computer properly.