**Mateo Virola**

Henderson, Nevada 89052

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**Information Technology Support Specialist**

*Multifaceted technical career with strong record of accomplishment, innovation, and success*

Highly accomplished IT Support Professional with 20+ years of experience. Including Field Technician, Help desk support and Infrastructure management. Strong understanding of ITIL (ServiceNow). Extensive knowledge and experience in installing, troubleshooting, and maintaining desktop and cloud-based systems. Excellent communication skills and proven analytical/diagnostic abilities; track record in initiation of process and systems improvements to maximize system stability and staff productivity. Capable leader, excel in managing service operations while motivating, training, and directing IT support teams.

**Key Skills / Core Competencies:**

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| * + Information Technology Support / Leadership   + System, Server, and LAN/WAN Upgrades   + Performance / Testing / Problem Resolution   + Staff Productivity / Management   + MS Office365, MS Exchange, Outlook, Citrix | * + Problem Identification / Troubleshooting   + Customer Service / Vendor Management   + Hardware & Software Upgrades, Installs (Windows & IOS)   + End User Training, Support, & Assistance |

**Professional Experience**

RR Donnelley, Temecula, CA

**IT Field Services Technician / Supervisor**, 04/2010 – 9/2017

Contributed to overall organizational improvement through technology leadership. Managed technology purchasing and provided technical support to LA County offices and other remote location in Western Region. Supervised team of eight IT Technicians. Ensured functionality of all aspects of IT installation, set-up, maintenance, and network infrastructure and connectivity. Mentored staff, prioritized tasks, performed servers and desktop workstations updating, and communicated with vendors for on-site repairs.

*Key Achievements:*

* Collaborated with and gained direction/input from senior management in directing IT department and/or business unit. Managed projects and staff, and met key milestones within set deadlines.
* Guided timely and efficient completion of work and resolution of problem. Established work plans and schedules organizing daily assignments. Distributed assignments and reviewed work of staff.
* Established accountability and reviewed staff performance. Performed on-the-job training; coached and monitored completion of work assignments. Provided advice and encouraged teamwork among staff.
* Negotiated, effectively, with vendors to reduce costs, without sacrificing product or service quality. Worked with management to improve staff productivity and work processes, against measured goals.
* Served on-call, 24/7, on designated team rotation weeks. Served as primary point of contact for severity one Help Desk tickets. Investigated cause of problems, and ensured appropriate resolution.
* Supported communication equipment, managed LAN/WAN for *Netware* and *Active Directory*. Coordinated moves, additions, and changes of all voice and data transmission lines.
* Kept employees informed of client and company expectations. Delivered feedback on team performance as measured against established goals for assignments.
* Communicate with site business leaders to relay needed updates and advise on activities pertaining to respective locations. Provide reports and updates to on infrastructure management.

**Other positions held with the Company**

***Field Tech Lead****, 6/2007 – 4/2010*

Managed multiple tasks and projects; resolved technical issues in a timely fashion; supported hardware and software. Supported IT equipment, providing technical expertise, experience and completed projects, efficiently, in a timely manner. Guided and mentored team members in tasks required to plan, design, install test, implement or repair hardware/software and resolve technical problems.

*Key Achievements:*

* Managed and maintained asset management system (*Service-Now*®); documented technology changes, additions, removals, improvements/upgrades. Evaluated and recommended existing and prospective vendors.
* Led continuous improvement in team environment. Provided staff mentoring and technical assistance to infrastructure professionals, levels I and II. Provided direction to staff/project teams.
* Proactively managed change processes. Coordinate activities involved in moving, installing, upgrading, removing, and configuring IT assets and supporting infrastructure for different sites.
* Conducted routine audits of site IT assets and processes to ensure compliance with established company policies and procedures, and governmental regulations and policies.

***Information Technology Infrastructure Professional III****, 6/1998 – 6/2007*

Provided enterprise-wide hands-on support and guidance for specific business domain design efforts. Improved enterprise technology by applying best practices, business alignment and support for infrastructure while guiding team productivity.

*Key Achievement:*

* Determined source of problems, classified repair urgency, and prioritized based on impact to business. Tracked to ensure successful resolution; escalated complex problems to higher level of support.
* Maintained inventory and monitored IT assets for configuration or infrastructure changes. Participated in hardware and software moves, installation, removal, and upgrades.
* Met needs of end users. Provided Service Desk support to improve efficiencies and to resolve desktop/PC, hardware, software, and other equipment issues.

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***Prior experience:*** *Site Support Administrator and Typesetter / Technician, for Merrill Corporation, Los Angeles, CA.* |*System Support Manager and Assistant System Support Manager, for Jeffries Banknote / Chas. P. Young, Los Angeles, CA.*

**Education & Training**

**Jose P. Laurel Sr. High School,** Manila, Philippines **-** *Graduated*

**Courses in Electrical Engineering** (Studied for a semester)

Mapua Institute of Technology, Manila, Philippines

**Courses & Certifications**

Planning, Implementing, Maintaining MS Windows Server 2003 *Active Directory* (2006)

Network+ Certification (2005); *Novell* Management (2003), New Horizon Learning Center, Anaheim, CA

*MS Windows 2000 Professional* & Server Implementation, New Horizon Learning Center, Anaheim, CA (2001)

*Netware* Administration, Glendale Community College, Glendale, CA (1998)