**Thomas Kes**

525 N Ynez Avenue                                                                        Cell: (714) 697-7111

Monterey Park, CA 91754                                                           Email: Thomaskes91@gmail.com

**Objective**

To obtain a long-term position with an organization that provides growth and stability.

**Certifications & Courses**

• CCNA Routing and Switching (2014) – CSCO12586364

**Professional Skills**

**Operating Systems & Servers** - Windows Server R2 2003/2008/2012/2016, CentOS 6, CentOS 7, VMware ESXi 5/6, Redhat Enterprise, Ubuntu, Debian, FreeBSD, Citrix Xenserver,

**Network Administration –** TCP/UDP, IPv4, VLAN, WAN, HTTP, HTTPS, FTP, DNS, SMTP, SNMP, SSH, NTP, Subnet, DHCP

**Hardware & Equipment** - Brocade Foundry, Cisco, Supermicro servers, Dell Servers, HP Server, APC switched rack, Dell KVM Console Switch SIP, LSI MegaRaid Sas Controller, Citrix Thin Clients, Brother printer, Kyocera Printer, Toshiba Printer

**Applications & Databases -**Xymon, inMon, Cacti, Op5/Nagios, VMware vSphere 5.5, VMware vCloud Director, Active Directory, DNS, Exchange 2007/2010/2016, Google Doc, R1soft, cPanel, Apache, WordPress, VictorOps, Sumologic, Citrix Director, Salesforce, Sophos Endpoint, Microsoft Office, Cisco AnyConnect, SSLVPN, Symantec, McAfee

**Other Knowledge -**Trackit Ticketing System, Ubersmith Ticketing System, Logmein, RDP, Image Assist, TeamViewer, Barracuda, Service-Now Ticketing System

**Employment History:**

**IT Engineer | Mainline Sales, Inc – Anaheim, CA | August 2019 – November 2019**

* Support 50+ users requiring technical assistance.
* Troubleshoot and resolve computer hardware and software related issues.
* Maintain and update Active Directory.
* Create and update user accounts on Windows.
* Set up new users and computers/laptops.
* Maintain, upgrade, and organize computers, laptops, and computer peripherals.
* Provide remote assistance through LogMeIn.
* Maintain, update, and troubleshoot VMware servers.
* Monitor network equipment and server rack.
* Maintain and update SonicWall firewalls.
* Document and update troubleshoot tickets through Spiceworks.
* Provide offsite support or travel to location for further assistance.
* Maintain, update, and contact vendors for further assistance.
* Set up and troubleshoot printers and scanners.
* Maintain and update Office365 emails.

**IT Technician | Confie – Huntington Beach, CA | January 2018 – August 2019**

* Serve as the first point of contact for over 1000+ end-users seeking technical assistance in a corporate environment.
* Troubleshoot Polycom phones and i3 phone system.
* Provide onsite support when needed for new equipment install or repair, and technical support.
* Setup and manage users through Active Directory and Salesforce.
* Assist users with email, printer, scanner, and login problems.
* Escalate unresolved issues to the next level of support if needed.
* Set up workstations for new users.
* Set up and troubleshoot SSLVPN and Cisco AnyConnect.
* Perform remote troubleshooting through Microsoft Remote Assistance and LogMeIn.
* Maintain, organize, and upgrade computers and computer peripheral.
* Use Image Assist to reimage computers.
* Troubleshoot Thin Clients.

**IT Specialist | California First National Bank - Irvine, CA | January 2017 – September 2017**

* Support over 100+ users and use Microsoft Outlook to complete all email requests.
* Maintain level 1 Support, password resets, Active Directory
* Add new users on AD and setting up new workstations for new users.
* Manage and prepare tape backups for Iron Mountain.
* Maintain all computers and computer peripherals
* Monitor all alerts through emails and SolarWinds TriGeo.
* Maintain and update IT documentation on OneNote.
* Troubleshoot and solve hardware and software faults.
* Maintain Disaster Recovery documentation and help restore the power outrage to the business.
* Manage and add new users on Exchange server.
* Maintain and adding new entries in Salesforces database.

**Network Operator Center Technician | VPLS, Inc. - El Segundo, CA | April 2015 – October 2016**

* Responsible for over 10000+ managed services consisting of both dedicated servers and cloud infrastructure.
* Provide technical support via ticketing system, e-mail, phone and livechat.
* Collaborate with System Engineers, Infrastructure Engineers, Abuse Team, Web Dev Team and Sales Team on a day-to-day operation within the company.
* Schedule downtime maintenance with clients and disable alerts to assist the System Engineer team.
* Monitor network traffic by using in house monitoring tools such as Xymon, inMon, Op5 Nagios and Cacti.
* Manage, configure, and implement hosts/devices to Xymon, inMon, Op5 Nagios and Cacti.
* Troubleshoot hardware issues in a 24/7/365 data center environment.
* Troubleshoot Layer 2 and 3 for Cisco and Brocade equipment.
* Implementation and deployment of Dell / Super Micro / Cloud infrastructure.
* Experienced in cable management and expansion of new fiber drops.
* Power grid management using network enabled power strips for proper voltage monitoring.
* End-to-end Data Center support.
* Manage and configure customer-facing Cloud Infrastructure using VMware vSphere.
* Provide backup and replication with Veeam and R1soft cloud storage software.
* Provide managed services for Cloud Zimbra mail catering to enterprise customers.
* Facilitate abuse related issues regarding violations of Terms of Service and Acceptable Usage Policy.
* Document recurring incidents and published the resolutions on Atlassian Confluences.
* Install, configure, and maintain Windows and Linux OS platforms.

**References upon request**