Graylin Rogers

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**OBJECTIVE**

Highly-focused, technical-minded professional seeking a Computer Technician position.

Utilizing expertise in hardware and software troubleshooting techniques with a profound ability to work in a multi-user computer environment. Able to multitask effectively and bring several simultaneous installation and repair projects to completion with full accuracy and efficiency.

**SUMMARY**

* Years of experience in the IT field.
* Strong working knowledge of software, hardware, networking and operating systems
* Proven ability to work under tight deadlines
* Friendly self-starter with excellent time management skills
* Experienced and reliable manager and team player with great people skills
* Detail oriented professional with enthusiasm for people and technology
* Schedule flexibility

# TECHNICAL SKILLS

* Desktop Operating Systems (Windows 10, 8.1, 7 and MAC OS X 10.9 – 10.12 (Sierra)
* MS Office 365, 2013, 2010, 2007, MS Exchange, MS Outlook, Minecast, Barracuda Essentials.
* Server Systems (Microsoft Windows Server 2019, 2016, 2012 R2, 2008 R2, Active Directory)
* Server Hardware (Dell PowerEdge, RAID, Dell Open Manage, Dell iDRAC)
* Virtualization Software (Windows Hyper-V, VMWare Workstation/ VMWare vSphere Client/ VirtualBox
* Networking Technologies (TCP/IP, DNS, DHCP)

## Remote access technology (Windows RDP, Windows Quick Assist, VPN, TeamViewer, LogMeIn, LogMeIn Rescue Technician Console, Continuum RMM.)

* Microsoft Teams, Zoom, Skype, GoToMeeting, Google Hangouts.

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# PROFESSIONAL EXPERIENCE

**Air-Sea Forwarders Inc January – 2020 – Present**

IT Support Technician

*Responsibilities:*

* Create, manage, and maintain user accounts within Windows Server 2012 r2 Active Directory.
* Provide technical support via remote access, telephone, email and in person.
* Provide user assistance and training in all things IT related.
* Respond to user questions, concerns and assist in interpreting user needs, documentation and implementing solutions.
* WAN/LAN Networking + Wireless configuration
* VoIP phones install and support.
* Mobile support (Apple & Android)
* Troubleshoot all IT related equipment problems.
* Regularly and daily follow assigned task and complete in a timely manner.
* Upkeep inventory on all items IT related.
* Upkeep IT documentation.
* Upkeep cleanliness of work areas and IT equipment.
* Work independently with little supervision.

**Key Projects & Accomplishments:**

* Implemented WFH for all users, installing and configurating remote software on company-issued laptops or users’ personal desktops/laptops.
* Train users how to use LogMeIn Client or Continuum software.
* Worked with users downloading and setting up Microsoft Authenticator onto mobile phones for multi-factor authentication and confirm activation status on computers.
* Worked with third-party service providers to resolve issues with company iPhones within Apple Business Manger & IBM MaaS360 MDM.
* Consistently praised for communicating effectively with both technical and nontechnical users.
* Known for excellent problem-solving skills and patience in dealing with frustrated users.

**Pacific Park February – 2018 – Jan - 2020**

IT Support Technician

*Responsibilities:*

* On-Boarding & Off-Boarding new users and managing them in CORE Cashless POS
* Administers on-boarding and off-boarding via Microsoft Active Directory Administration.
* Assign users and computers to proper groups in Active Directory
* Setup MS Outlook mailbox for users via MS Exchange
* Install, assemble, and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware; pull cables and rewire or direct the rewiring of cables for new installation and office reconfiguration.
* Prepare/stage CORE-POS hardware such as printers, cash drawers, EMV’s POS terminals and software for deployment.
* Troubleshoot and repair hardware failures and issues relating to full-server POS (CORE Centos Software) for Park operations, ticketing, food & beverage, retail and games, (e.g. ticket printers, credit card swipe, ticking terminals and kiosk, handheld scanners, wireless access points and KVD equipment & more)
* Troubleshoot problems with computer systems, including hardware and software, e-mail, network, and peripheral equipment issues; make repairs and corrections where required.
* Serve as a technology resource for Pacific Park staff.
* Maintain documentation for Technology.
* Provide telephone, email, and on-site support for all PC users within the company.
* Work effectively with all levels of users (both technical and non-technical users, from staff to senior management)
* Able to recognize problems and to creatively and immediately find solutions.
* Proper disposal of obsolete and broken inventory (e-waste)

**Key Projects & Accomplishments:**

* IT Infrastructure upgrade pulled old cat5 cable out and ran all new cat6 cables throughout the facility.
* Terminate RJ45 jacks at MDF/IDF, patch panel, switches, workstations, and tested connectivity.
* Replaced old switches with new 48port NetGear switches, configure VLAN’s.

**Strategic Systems “Contract Work” – Los Angeles January – 2017 – December 2017**

***IT Technician***

*Responsibilities:*

* Provided IT services for clients.
* Deploy Images to desktop/laptop using various software; Clonezilla, Ghost, Acronis True Image.
* Setup MS Outlook mailbox for users via MS Exchange.
* Bitlocker setup for laptops.
* Move/relocate, set up, configure, test, and support a variety of client hardware solutions such as PCs, laptops, printers, smartphones, tablets, VoIP telephone systems.
* Troubleshoot hardware & network issues.
* Install network/local printers, providing extensive printer support.
* Document problems and solutions in the help-desk ticketing system.
* Removal of viruses/malware
* Escalated issues as needed and maintained communication with customer and technical teams.

**Los Angeles Cleantech Incubator (LACI) December 2016 – Nov 2017**

***Information Technology Volunteer***

*Responsibilities:*

* IT / Operations system’s design and implementation
* Basic IT troubleshooting
* Administration of Google Suite for Business platform
* Administration of Spiceworks Helpdesk ticketing system
* Support MAC OS X & Windows 10/8.1/ 7 Operating System.
* Ensure customer satisfaction through continued status updates and follow-up.
* Provide A/V and conference room setup/support for meeting and video conferences.
* Issue and track loaner devices.
* Printer support, setup/install, replace or order components, place service calls when needed.

**Young’s Market; Los Angeles March 1994 – August 2014**

***Warehouse System Engineer***

*Responsibilities:*

* Managed and maintained the IT warehouse infrastructure.
* Installed, configured, tested and troubleshoot all hardware and software.
* Technical support for approximately 200 onsite and remote users.
* Collaborated with the application team for support and development.
* Responsible for coordination and documentation of all moves, adds, and changes for all PC/Network/Printer equipment in YMCo’s distribution warehouses.
* Created and modified user account profiles and joined PCs to domains via Active Directory.
* Managed warehouse software and hardware inventory*.*
* Monitored and administered the warehouse environment, adhering to safety worksite requirements.
* Report to IT Director for all business operations.
* Interface with vendors for hardware/software support.
* Defines requirements for enhancements to existing systems or new systems as requested.

***Key Projects & Accomplishments:***

* Installed, configured, and implemented Hyper-V Virtualization, providing redundancy for mission-critical servers and applications.
* Replaced obsolete shipping/merge conveyor control scanners for Northern & Southern California distribution centers.
* Key team member on project to consolidate Young’s Market Company of Arizona/RNDC warehouse operations, implemented WMS, installed, and configured client PCs, Zebra label printers & network printers, documentation and training of Warehouse Operation personnel. Project included many last-minute design changes.
* Translate warehouse operations requirements into technical requirements for conversion and enhancement for custom-written WMS.

**EDUCATION & TRAINING**

**LA Trade Tech College: Jan 2015 to June 2017**

**CompTIA A+ Certification**

**FOA Certified Fiber Optic Technician (CFOT)**

**FOA Certified Premises Cabling Technician (CPCT)**

**Venice Skill Center Sept 2014 to June 2016**

**Cisco Certified Entry Networking Technician (CCENT)**

**West Los Angeles College Sept 2014 – June 2015**

**PC Pro Certified (TestOut)**

**ITIL Foundation, IT Service Management, Certification 2013**