**Anthony Catrino**

Berkeley, California | 707.373.8602 | Anthonyjc618@gmail.com

# PROFESSIONAL EXPERIENCE

**Novani | San Francisco, CA|** Systems Engineer, May 2019 – January 2020

* Assembled configured and deployed server hardware
* Deployed and maintained network hardware
* Troubleshot various hardware, software, printer, and LAN/WAN problems
* Imaged configured and deployed hardware for multiple clients

**Robert Half International | San Ramon, CA|** *Lead Deskside Technician II, November 2018 – April 2019*

* Travel across major offices in North America to deploy new technology
* One of three lead technicians supporting a team of four
* Manage all necessary deployment tasks including support for: O365, Druva InSync data migration, active directory, Windows 10, inventory management, etc.

**Thomas Keller Restaurant Group | Yountville, CA |** *Lead Help Desk Coordinator, November 2016 – November 2018*

* Supported users both deskside and remotely across 15 sites
* Managed and monitored Active Directory and on prem Exchange
* Maintained and troubleshot printers remotely and on site (Konica, Canon, HP, Brother, Zebra)
* Troubleshot hardware and software issues with POS equipment

**Robert Half International | San Ramon, CA |** *Lead Deskside Technician, October 2014 – August 2016*

* Lead a team of three to six technicians on site in all North American offices
* Imaged and configured hardware to be distributed
* Coordinated shipping and all logistics between HQ and the site
* Created site schedules for and performed hardware deployment, profile and data migration, and individual training
* Assisted with refining deployment processes and documentation

# Technical Expertise

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| **Operating systems**   * Windows XP/7/8/10 * Windows Server 2003-2016     **Skills**   * Microsoft Office 2003-2016 * Office 365 * GSuite * Microsoft Exchange 2003-2016 * VSphere * VMWare * Mimecast | **Ticketing Software:**   * ServiceNow * Spiceworks * Zen Desk * Fresh Desk   **Additional Skills**   * Excellent technical resourcing skills * Project Management * Technical Documentation * Implementation of procedures and continuity * Strong team communication * VoIP (Shortel, Fonality, Skype for Business) * Basic Networking |