**David LeGaspi**

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**Information Systems Technician**

**Bachelors of Arts Computer Technology California State University Dominguez Hills (Dec. 2017) GPA: 3.3 Deans list 2016**

**Secretary of Student Veteran Alliance 2017**

*Computer Support* • *Help Desk Support* • *Network Connectivity*

Recent College Graduate in Computer Technology from California State University Dominguez Hills. Gained experience in Network Security, PC Forensics, Enterprise Systems Security, Hacking Prevention, O/S & Networking support, and Wireless Security.

Completed projects on OpenSSH server, Windows 2008 & 2012 server; wrote a manual for securing: LINUX Ubuntu desktop & Windows 10 desktop for Senior Project. Completed United States Navy Information Systems training. Highly motivated and excited to start working as an IT specialist.

**Operating Systems**: Windows XP, Windows 7, Windows 8, Windows 10, Windows Server 2012, Windows Enterprise, LINUX, UNIX, and Solaris.

**Computer proficiency**: Microsoft Office, Oracle, PeopleSoft, OnBase, Enterprise Network Management System, Anti-Trojan Software, Kaseya, Carbon Black, Galaxy Point of Sales, Brivo Cloud, RSA Token, Connect Wise, Global Protect, Active Directory, Zen Desk, Swift Tracker, Ring Central, X-Store, ReAct

**Programming Languages**: Java and Visual Basic.

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| * Cultural and global competence | * Time Management | * Leadership |
| * Strategic Thinking | * Attention to Detail | * Team / Relationship Building |

##### Work History

**Support Services Technican /Sys Adm,** Pacsun, Anaheim, CA Nov 2019 to Present

Tasked with creating Active Directory accounts, Warehouse Management accounts, and Email accounts for over 1,000 employees for both PacSun and Eddie Bauer. Provided real live troubleshooting using remote access with retail stores and corporate offices. Guided various users from over 1,000 stores all over the US, Canada, and Puerto Rico to resolve: Internet Connectivity, Register issues, account issues, Software and hardware issues, which in turned allowed business transactions to continue and revenue to continue.

**I.T. Help Desk Technician,** Phenomenex, Torrance, CA May 2019 to Nov 2019

Responsible for Assisting 500+ users both on-site and remotely. Creating accounts, security groups, and distribution groups in Active Directory. Imaging, preparing, and installing Desktops & Laptops to users on-site and remotely. Responsible for answering Help Desk phone calls, emails, and tickets through ZenDesk. Responsible for checking network connectivity and assisting the Senior Network Engineer. Installing software on workstations, troubleshooting hardware and software issues on over 400 desktops and laptops. Inventorying 600 plus IT equipment such as Docking stations, Monitors, Hubs, and Computers. Ensuring that the Sales team, Production, and Shipping have efficient workstations that allows revenue to continue. Creating, editing, and updating SOPs manuals.

**I.T. Technician,** Discovery Cube, Santa Ana, CA Dec 2018 to May 2019

Responsible for maintaining, troubleshooting, and inventorying over 50 floor exhibit computers. Imaging, backing up hard drives, and cleaning over 100: PC’s, tablets, projectors, & scanners. Responsible for actively responding to service tickets used by 100 plus employees. Those responsibilities for tickets include: prioritizing tickets, closing them out in a timely matter, and following up on them. Onboarding new employees by making access cards and giving them the proper access to the building. Training staff on how to set conferences using Cisco Jabber and Microsoft teams.

**I.T. Help Desk Intern,** Phenomenex, Torrance, CA July 2018 to Oct 2018

Responsible for re-imaging Dell desktops from Windows 7 to Windows 10, installing Solid State Drives, and adding memory to ensure faster and reliable computers to carry out day-to-day business operations for 500 empolyees. Installed Kaseya, Carbon Black, and Kaspersky into laptops and desktops for security measures. Used Active directory to reset passwords, add computers to the companies directory, and configure users privileges.

**I.T. Network Telecommunications Intern,** C.S.U.D.H. Carson, CAAug 2017 to Dec 2017

Responsible for logging and resolving tickets via phone, and email for over 14,000 faculty, staff, and students using ServiceNow ticketing software. Provided assistance to phone users by answering questions and concerns, resolving technical problems and maintaining telecommunication equipment. Installed, repaired, and maintained office, classroom, lab, hallway and public pay telephones.

**Veteran – United States Navy – Operation Iraqi Freedom, Enduring Freedom, & Odyssey Dawn**

**Information Systems Technician,** U.S. Navy, Naples, Italy June 2009 – June 2013

As Technical Control Facility Watch Officer, presented hourly reports and status updates to the commercial user and provider. Coordinated cryptographic rollovers, ensuring 50 vital communication circuits were configured appropriately and fully operational. Trained and supervised a team of 15 technicians ensuring streamlined, efficient operations for a major technical control facility in the European region. Worked with Network Operations Center to ensure IP connectivity for Ships, Ground Mobile Forces, NATO commands, and various Military bases in the European region.