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| **SKILLS** |  |  |
| * Troubleshooting | * Windows XP/7/8/10 | * Custom build PCs |
| * Strong attention to detail | * Windows Server 2008/2012 | * Installing Hardware |
| * Self-motivated | * Unix/Linux | * Phone Technical Support |
| * Customer Service | * Microsoft Office | * Mobile Device Management |
| * Jamf, Mosyle, Airwatch | * Batch/Powershell scripting | * Python programming/scripting |
| * macOS, iOS, iPadOS | * AndroidOS | * SCCM, Ghost, WinPE |
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| **EDUCATION** |  |  |
| DeVry University | | **2018** |
| * Bachelor of Science in Network and Communications Management | | |
| * Focus in Cisco hardware and command line | | |
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| **WORK EXPERIENCE** |  |  |
| **Lead Integration Technician** |  | **11/17 – Current** |
| Zones Inc, Kent, WA |  |  |
| I work in a fast-paced lab environment as a lead on many projects while maintaining quality assurance in accordance to the ISO 9001:2015 Certification. I have built PCs, Servers, and Kronos Clocks. Imaged and configured printers, scanners and smartphones. I deployed full scale MDM managed Apple iPads, iPhones, MacBook’s, and Mac Minis as well as Android for work enrollment and imaging of android devices for schools and hospitals. Hardware and software installation on desktops and servers, NIC configurations, troubleshooting hardware, software, and connectivity issues as needed. Install VPN and networking equipment, asset tag and track devices for clients. | | |
| **IT Helpdesk/Win 10 Deployment** |  | **09/17 – 11/17** |
| Zones Inc, Auburn, WA |  |  |
| At the Helpdesk I imaged new computers for production in an enterprise environment. Shipped computers as necessary and followed up with remote assistance for setup and final deployment. Kept track of inventory of new machines and returns. Finalized and deployed new machines to end users in enterprise environment. Backed up and migrated data from old user machines to new machines. Set up cisco soft phones, and VPNs for end users. Troubleshooted issues with new deployments as needed. | | |
| **IT Admin** |  | **07/16 – 12/16** |
| RDI-Engineering, Rancho Cucamonga, CA | |  |
| Provided day-to-day support for staff, troubleshooting and repairing computers, servers, printers, and networking equipment. Troubleshooted and resolved common IT issues such as password resets in Active Directory, connectivity issues, permissions issues. Setup user accounts in AD, Email accounts, computers and phones for new hires. Physical movement of IT and other office related equipment as needed. I was responsible for data backups, recovery, and migrations on the internal servers. I made sure many scripts and job functions on the servers performed as intended to keep the workflow moving smoothly throughout the company. I have done some PowerShell and python scripting for automating various tasks.  I also provided budget reports, data analysis, inventory reports, asset life cycle reports, etc. to the Director as needed. I refurbished or replaced end of life equipment as necessary.  I have done remote support via email and phone. we deployed field engineers all across southern California with windows tablets, hotspots and phones. I was responsible for troubleshooting their mobile devices remotely, as well as maintaining their data backups and migration to the internal servers daily.  I handled vendor relations for many services, cloud data backup solutions, device issues and warranty/support claims with manufacturer/vendor. I also worked with Verizon for managing company cell phones, hotspots, tablet data usage plans. I also worked with a printer vendor for maintaining min max stock of ink, toner, paper, maintenance kits, and other replacement parts. I handled ordering and verifying inventory and supplies for the IT department as a whole; this included everything from office supplies to computer parts and tools. | | |
| **Student Worker - IT Help Desk** |  | **07/15 – 07/16** |
| DeVry University, Pomona, CA |  |  |
| Provided day-to-day support and customer service via email, phone, and ticketing system (service now). Troubleshooted and resolved common IT issues such as password resets, connectivity issues, locked accounts etc. Setup computers and phones for new hires as needed. Managed and maintained classroom electronics (projectors, desktops, peripherals, cabling, and lab equipment. I calibrated oscilloscopes and other lab equipment as needed. I reimaged and deployed desktops with Ghost, to individual machines or whole classrooms at once. I installed Cisco Meraki wifi hotspots throughout the campus, as well as upgraded the intercom/PA system. This entailed running new cabling from the server room throughout the two-story campus to each room and hallways. I also troubleshooted wall ports and patch panel punch downs, as some ports often had connectivity issues. | | |