OBJECTIVE

Talented technology specialist, project manager, and customer service expert with 10 years of extensive technology experience and a proven record in delivering efficiencies and leading change.

## PROFESSIONAL EXPERIENCE

Medical Breakthrough

December 2020 to Present

Information Technology Manager

* Implement and maintain I.T. infrastructure.
  + Deploy and configure Firewall (UDM Pro)
  + Implement and configure network modifications (subnet)
  + Negotiate vendor contracts
  + Implement NAS & Backup solution.

American Health Connection

Jr. Programmer November, 2017 – October, 2020

* AWS Management
  + Configure and deploy EC2 Instances
  + Maintain AWS Zones
  + Update Security
  + DNS management
  + account configuration
  + Mixed Environment Linux & Microsoft
* Zimbra Administrator
  + Mailbox Migration
  + Zimbra backup & resore
* Disaster recovery Specialist
  + Veritas Backup
  + Bacula FOSS
  + Synology NAS RAID 6
  + Dropbox Sync
* Windows Server Management
  + Active Directory
  + Network
  + Storage

2G Digital Post

NOC Technician September 13, 2016 – May, 2017

* Database Management
  + Postgres
  + MySql
* Sans Management
  + Maintain safe storage capacity
  + File Management
  + File Permission Management
  + Archive
  + Restore
  + Implement File Retention Policy
* Deploy and Maintain Switches & Servers
  + Dell PowerEdge 2950
  + Dell powerEdge R200
  + HP DL 360 G7
  + HP DL380P
  + Mac Mini Server
  + Microsoft Exchange 2010
  + Microsoft 2003, 2008 R2
  + CentOS 6.8
  + Ubuntu 14.04
  + Suse
* Maintain & Deploy Virtualization
  + ESXi 5.5
  + ESXi 6.5
  + Vsphere 5.5
  + VNC
* Raid Configuration
  + Raid 6
* Aspera Connection Creation
  + Faspex
  + Connect
  + Cargo
* Archive Management
  + Atempo
  + Spectra Logic
* Assist with account Creation & General PC Maintenance
  + Microsoft
  + OSX 10.7
  + Linux
* Fibre Connection Management
  + Set Zoning
  + Connect Hardware to fabric

Valley Community Healthcare

I.T. Lead Helpdesk Analyst September 2015 – July 3, 2016

* Database Management
* Project Coordinator
* Team Lead
* Deployed internal webserver
  + Apache2
  + Cacti
  + Ubuntu Server 16.04
* Admin for Mitel Voip
  + PRI
  + Create New Users
  + Program IVR
  + Reporting
* Update 32 bit System to 64
* Implement Bitlocker
* Review & Stream Line Current I.T. Process
  + Redesign Ticketing System (Spiceworks)
  + Create I.T. asset inventory
  + Create custom SQL reports
  + Create I.T. process documentation
  + Design and create I.T. policy & standards
  + Improve communication & relations with end users.
* End User support for EHR system
* Repair and maintain PC 's
  + Restore corrupted systems
  + Maintain updates with SCCM
  + Identify errors in registry
  + Remove unauthorized programs
  + Move and setup new workstations according to need.
* Review Call Center Analytics
  + Review end of year statistics to help predict future trends & redesign of call flow.
* Redesign & maintain Spiceworks & Network Monitor for IT ticketing system.
* Maintain multiple VM machines (VSphere 5.5)
* Remote Access to satellite office when needed (VNC)
* Maintained printer cartridge inventory.
  + Keep inventory count on Toner & Maintenance Kit.
  + Label printer location and owner
  + Register unregistered machines with vendor
* Create new users & remove old users in Active Directory and Exchange 2012.
  + Created new hire & separation policy for end users.
* Implemented Antivirus software to maintain HIPAA compliance
* Assisted in server room clean up.
  + Cable management
  + Deployed new switches
* Documented e-waste project

Matteohome.com Los Angeles, CA

I.T. Assistant May 2015 – July 2015

* Monitor Asterisk 1.8 VOIP system.
  + SIP Technology
* Backed up and Migrated retired servers.
* Update and maintain CentOS 6.2
* Repair and maintain PC 's
  + Replace old power supplies.
  + Maintain old systems in sync with server migration, Windows XP, Trendmicro console.
  + Setup new accounts in Active Directory & Exchange 2013.
  + Setup new accounts on Mac and connect new users to Samba drive.
  + Check account settings via Powershell.
  + Move and setup new workstations according to need.
* Implemented internal chat server
* Implemented Spiceworks & Network Monitor for IT ticketing system.
* Installed additional programs to CentOS 6.2.
  + Installed Iftop, Wireshark. And Monit.
* Maintained printer cartridge inventory.
  + Keep inventory count on Toner & Maintenance Kit.
  + Keep track of printers that may be down for repair.
  + Update inventory with new assets in production.
* Created new users in Active Directory and Exchange 2013.
* Retired accounts and maintained folder redirection to appropriate groups.
* Blacklisted Ip's according to audit logs and security alerts.
  + Sonicwall
* Assisted in a rack tear down and relocation project.
  + Tear down rack.
  + Remove servers.
  + Remove backup batteries.
  + Remove rack from facility.
  + Backup retired servers.

DJI Hollywood, CA

Systems Administrator December 2013 – April 2015

* Launched national call center; solely responsible for developing the infrastructure which has provided a new, efficient communication tool and significantly increased customer satisfaction.
* Negotiated pricing for all aspects of the call center, including CRM platform, VOIP system, Internet access, server licenses, security, and data management, resulting in a $40K savings per year.
  + Negotiated pricing on Internet, 50% savings
  + Asterisk Voip System/iSymphony/Qxact Stats/CDR Reports/SIP
  + Sophos Security software/hardware
  + Implemented Zendesk CRM
* Liaison with overseas executive management as the primary IT contact person for North America.
* Report and track customer trends.
* Implement new triggers and automations to reduce customer hold time.
* Work directly with IT manager in Shenzen to help maintain and solidify overseas infrastructure.
* Work directly with Training Manager to help create a training department.
* Launched an internal webserver Linux/Apache 2.0.
* Created internal Quick Reference Guide via HTML.
* Created IT assets inventory.
* Routine PC maintenance.
* Virus Removal.
* Keep track of warranty related issues.
* Monitor Asterisk system.
* Recommend new modules to be added to Asterisk system along with IVR design.
* Setup and maintain Synology box, (10 Bay)

eHarmony.com Santa Monica, CA

Technology Specialist May 2006 – October 2012

* Achieved high quality assurance scoring and customer satisfaction, attaining an individual retention score of 75% and increasing the company’s overall retention score from 15% to 50%.
* Created and implemented a customer service issue tracker, which reduced 80% of the time spent on this task, thus increasing the company's efficiency and profitability.
* Awarded People's Choice in Customer Care, via nomination from 75+ customer care agents.
* Advanced through five roles of increasing responsibility within six years, from Email Agent, Phone Representative, Retention Specialist, and Retention Lead to Technology Specialist.
* Launched and tested the virtual agent project, resulting in improved customer care access, increased efficiency in resolving customer issues, and alleviating customers’ wait time.
* Led collaboration between customer care and engineering executives to optimize customer support.
* Maintained and updated all operating systems within Customer Care, executed company wide telecommunications support, and offered specialized technical assistance to internal and external partners at all levels.
* Performed Quality Assurance testing for all consumer-facing products, including international websites as well as mobile web applications for Android and iOS platforms, to optimize end user experience.
* Operated companywide site bug tracking and reporting via Jira to enhance the end user experience.

## EDUCATION

Antelope Valley College Lancaster, CA

* Computer Programming

## SKILLS

* Proficient in Microsoft Word & Excel, Windows Platforms ( 2000, XP, Vista, and 7), Android and iOS platforms, Jira, Oaisys Netphone, Bold Chat, Right Now CRM, Real-Time, Reporter, HTML, Asterisk, Zendesk, HTML5, CSS3, SQL. PHP, Ubuntu, CentOS, Apache 2, Sonicwall, Windows Server 2008 R2, 20012, Barracuda, Acronis.