**Antonio Ayala**

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Reliable, Dedicated, Bilingual, Computer System Technician with strong networking knowledge wanting to excel in my career along with my skills, capabilities, and experience to work with an excellent corporate networking environment.

**Key Skills**

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| --- | --- |
| * Bilingual English/ Spanish * Multi- tasking * Networking and Topologies * TCP/IP * Server 2008/2010 * Microsoft Office | * Virus Removal * Policy enforcements * Exchange 2010/2007 * Excellent solution Implementations * Virtual Servers/Pin Holes/Port-forwarding * Type 45 WPM * VPN Troubleshooting |

**Professional Experience**

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| --- | --- |
| **Marco Fine Arts-**  **IT Help Desk Technician,**  I would setup and managed users through Office 365 environment. Kept track and took inventory of all network equipment. IE; Switches, chromeboxes, and monitors. Managed network interfaces through a managed switch. Added and configured wireless access points to improve wifi connectivity. I was sole proprietor for third party software solutions for Calder web servers. Resolved remote printing que issues on a scripting server for large printing jobs. I maintained autobagger printers and verified that they were functional. I ran cables to devices that did not have a wireless nic. I also managed users through Azure Active Directory on a larger scale. | **2020 to Present** |
| **National Monitoring Center-**  **Onboarding and Commissioning Specialist,**  I would assist installers and dealers with setting up video graphic units with proprietary software to ensure that analytics for cameras were operational in our company’s best practices procedures. Install software and would walk technician through various situations. Setup calibration measurements for Fast Trace 2 analytics for perimeter detection for the system | **2018 to 2020** |
| **AutoXplorer**  **Technical Support Technician,**  Answer phone calls and provide technical support remotely for customers. Trouble shoot any and all issues. Get into clients computer through remote software access situation and deliver solution in timely mater while insuring customer that software will continue to work appropriately. Provide basic knowledge to customer about networking, also mapping network drives and giving access to them via software. | **2015-**  **Present** |
| **SBGA Inc.**  **I would make calls to merchants and asses their list of items to place onto clover POS system. Occasionally if needed I would walk merchant through navigation of menu’s in POS system and assisted with any type of issues that they had with peripherals and applications. I also worked alongside with installation department to insure that all merchants were knowledgeable with product and could self serve once our call had been completed.** | **2016 to**  **2018** |
| **Tekcetera Inc.**  **IT Field Technician,**  **I would travel to several jobs site setting up hardware and software on client computers. And for an extended of time I was the network administrator for Arista Title and Escrow company. I managed their users via SBS 2010 Server. I also worked with First American Title services to troubleshoot their software. I managed all printers including personal and multifunction copiers. I also ran cable drops and made data face plate installs for several of Tekcetera’s customers.** | **2014 to 2015** |
| **Samsung Digitech Alliance**  **Customer Support Agent,**  **I would answer phone calls for customers that needed assistance with setting up their IP cameras to view them locally on their network or remotely on the Samsung app. I would log into customers computer that was connected to network and log into their router and setup port forwarding rules to the IP address of the camera so the customer could view feed remotely and locally through Samsung app.** | **2013 to 2014** |

**Education**

**UEI College Anaheim ca**

*Computer Systems Technician Diploma -Graduated 2013*

**Foothill Highschool santa ana CA**

*High School Diploma -June 2005*