**Flavio Maselli**

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**Systems Administrator / Network Administrator**

*Strong multilingual IT Professional with compelling history of PC, server, network, and customer support in dynamic settings*

Consummate and industrious multi-certified IT professional with 15+ years of Systems and Network Administration, Help Desk support experience in healthcare and other global industries. Solid background in remote and on-site technical support, including demonstrated ability to configure and install equipment from design to execution. Proven record of customer satisfaction, research, and user training skills. Effective oral and documentation skills.

Core Competencies:

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| --- | --- | --- |
| * + Network Configuration and Maintenance | * + NAS Configuration | * + Active Directory (AD) |
| * + Software Configuration | * + Server Migration | * + MSP Experience |
| * + Level II/III Help Desk Support   + Troubleshooting and issue resolution | * + Process Improvements   + LAN and WAN Optimization | * + User Support and Training   + Virtualization |
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# Technical Proficiencies

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| Platforms | Windows 2016 Server/2012R2/2008R2, Windows 10, 7, Hyper-V, VMware (vSphere 6.5) |
| Hardware | Dell, HP, Lenovo, Cisco Switches, Firewalls and Routers |
| Software | SolarWinds, Dell Open Manage, DRAC, Windows Server 2016/2012R2, Hyper-V, VMWare, Veeam Backup, Altaro Cloud backup & Replication, MS Office 365 Business, Autotask, Datto RMM, BMC Remedy, ServiceNow, Altiris Helpdesk Solution, Symantec Backup Exec, Carlson Engineering Software Suite, AutoCAD/IntelliCAD/Civil 3D |
| Networking | LAN/WAN/VPN, DNS/DHCP, Microsoft AD, GPO Implementation and Maintenance |

# Professional Experience

**Contract Positions:** IT Proactive | OC405 Partners | Maestro Technologies | HighPoint Solutions | Allergan | Fluidmaster Inc | Crescent Solutions | Irvine Pharmaceutical Services | JMJ Financial

**Network Administrator / Systems Administrator/ Desktop Support Technician**, Apr 2011 – October 2019

Provided Tier II and III contract and temporary services in consecutive positions providing remote and on-site wired and wireless network infrastructure, hardware, and software applications support. Respond to SLAs and/or end-user support requests in timely, efficient, and personable manner. Install, configure and maintain server and desktop hardware, programs, upgrades, data integrity, security, and other services as needed. Setup and backup servers, desktops and laptops. Troubleshoot and recover systems data and applications issues. Actively contribute to knowledge transfer, documentation, industry researched business solutions and enhancements. Train end-users and mentor colleagues.

### Selected Projects & Achievements:

* **Cisco Meraki Deployment:** Responsible for the deployment, installation/configuration, routine maintenance and support for Cisco Meraki network infrastructure equipment. Duties also included diagnosing and troubleshooting wireless, security, switching and other various network-related issues for Cisco Meraki network
* **System Administration:** Windows Server installation (2016, Hyper-V, 2012R2) configuration, migration, improve server performance by monitoring performance and tuning, provision and maintain VMware host and Windows Server VMs, Hyper-V, AD user accounts and group memberships via Group Policy Objects (GPOs) for OC 405 Partners Joint Venture and IPS
* **IT Process Optimization:** Improved desktop imaging processes resulting in 25% time-reduction per imaged device at Allergan/HighPoint Solutions. Created/implemented standard hard drive images for 125+ desktops at IPS
* **Telecommunications Support:** Install, configure and support Cisco Meraki voice equipment for OC 405 Partners
* **Customer Engagement:** Received rolling customer and supervisor commendations for quick response, problem resolution, and exemplary service at multiple companies.
* **Staff Development:** Rendered technical guidance for junior peers at Allergan Pharmaceuticals and created Help Desk ticketing database and training documentation for the help desk at Borders Group, Inc.

Pediatrix Medical Group, Orange, CA

**Technical Services Analyst / Systems Administrator**, Feb 2006 – Mar 2011

Plan, design, implement, document and support new office networks for entire Pacific region including servers, desktops, Wyse thin client terminals, laptops, printers and network infrastructure equipment. Support Windows Terminal Server 2008R2/2003, Windows 7 desktops and laptops plus in-house applications in local office and 55 remote sites. Monitor network utilization and ensure uninterrupted availability of network resources during and after business hours. Monitor and proactively evaluate current and future desktop and server computer hardware and software needs of local and remote offices and deliver optimum solutions based on business and functional requirements. Provide 2nd level escalation support to the help desk tier 1 staff.

### Selected Projects & Achievements:

* **Infrastructure and Networking:** Built Windows Terminal servers from the ground up for systematic server rollouts.
* **Administrative Systems:** Drafted and updated detailed network diagrams of local office and 55+ remote sites for Help Desk staff
* **Server Migration:** Facilitated acquisition of 100+ servers and data migration

Borders Group, Inc., Mira Loma, CA

**Network Analyst**, Jan 2002 – Mar 2006

Installed, maintained, and supported merchandising distribution and sort operation server and desktop computer hardware, operating systems, specialized software, and desktops for international book retailer. Interfaced with senior management regarding efficient sorting upgrade projects. Provided on site tier II end-user support for LAN/WAN, Windows servers, desktops and network printing.

### Selected Projects & Achievements:

* **Network Infrastructure Upgrade:**  Configure and deploy Cisco switch equipment for distribution center network upgrade project

**Database Administration:** Created user request database to record and monitor incoming Help Desk calls, fixes, and resolution times.Pioneered and executed Help Desk call escalation procedures based on problem priority and SLAs for California distribution center.

**Education**

**Graduated from Computer Learning Center, Anaheim, CA – 1995 - 1997. Two years of Computer Networks**

**Advanced Course Completed three years of Economics Coursework towards Bachelors of Economics Science**

FAECO Economics Science College, Brazil

**Computer Network Certifications:**  MCSE | MCSA | MCP | CNE | CompTIA A+