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| Mark Bajada | 26583 Jane Ave  Hayward, CA 94544  **(510) 589-3875**  **markbajada14@gmail.com** |
| EXPERIENCEUnited States Air Force Reserve, Travis AFB 349th Force Support Squadron, CA — *Client System Technician* June 2019 - PRESENT Provide system administrator, Tier 1-2 helpdesk functions while being responsible for hardware and software functionality on multiple Unclassified Air Force Networks. Deploys, sustains, troubleshoots, and repairs standard voice, data, video network, cryptographic client devices in a fixed and deployable environment. Analyzes and interprets policies and procedures to resolve problems and recommends system improvements. Administers hardware, software & network diagnostics repairs; installs & configures applications system upgrades. Unlock user accounts and computer accounts using NetIQ Directory Resource Administration (DRA). Install and configure Cisco VoIP telephones. Configure, manage, troubleshoot, and upgrade devices such as Printers, Multi-Function Devices, scanners, desktops, tablets, laptops, phones, projectors, and Ethernet. Assisted users on backing up computer data on shared drives and other operating systems. Diagnose and quickly resolve a wide range of Windows applications such as Microsoft Office Suites. Create, update, resolve and manage tickets on BMC Remedy ticketing system. Configure and update Personal Wireless Communications Systems (PWCS). Responsible to receive, handle, inventory, and destroy COMSEC material.   PROJECTSUEFI Secure Boot Project — *Configure software* November 2019 – January 2020  500+ equipment in record time. 100% meets standard needs (msn) compliant.  Configure BIOS settings. SDC Upgrade Project — *Reimage laptops/desktops* August 2020 – November 2020  2500+ equipment in record time. 100% meets standard needs (msn) compliant.  Install necessary drivers, scanners, and software applications. | SKILLS IT security best practice  System Configuration  Information Assurance  Microsoft Office  Group Policy Management  Equipment Management  Customer Support  Network Administration  Troubleshooting  System Documentation EDUCATION AND TRAINING Comptia Security+ certificate DoD Approved 8570LANGUAGES English  Tagalog |