**ALEXIS MESTRE BOLANO**

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**Systems Administrator**

* Over 20 years of cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks.
* Extensive experience managing a service desk in unison with triaging time sensitive Incidents and Tasks with minimal customer impact.
* Superior troubleshooting and technical support abilities with migrations, network connectivity, and security and database applications.

CORE COMPETENCIES

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Account Access Management |  | Hardware Management |  | Security & Monitoring |
| Virtualization / Cloud |  | Mobile Device Management |  | Audit Controls & Monitoring |
| Vendor Management |  | Laptop & Desktop Repair |  | Virus / Malware Remediation |
| System Decommission |  | Disaster Recovery |  |  |
|  |  |  |  |  |

PROFESSIONAL EXPERIENCE

**Omron Robotics & Safety Technologies**, Pleasanton, CA **August 2019 – Present**

**Systems Administrator | Triage Lead**

* Service Desk / Triage support for up to 200 users onsite and up to 10,000 users globally
* Service Desk lead liaison for Omron Industrial Automation Mexico and Omron Healthcare Brasil
* Responsible for all hardware, software, and in-house training
* Endpoint security monitoring and remediation
* Windows Server / Exchange / Teams / Sharepoint / Symantec Endpoint / Zoom Admin / AWS

**FleetCor Technologies**, Concord, CA **September 2012 – August 2019**

**Systems Administrator | Triage Lead**

* Service Desk / Triage support for up to 150 users onsite and up to 5000 users globally
* Responsible for all hardware, software, and in-house training
* Global Master Admin for IBM Maas360 MDM
* Windows Server / Exchange / Skype for Business 2016 / IBM BigFix / KACE Imaging / Symantec Endpoint

**West Callaway Stotka**, Concord, CA **September 2005 – August 2012**

**Systems Administrator**

* Maintenance and station troubleshoot of agency management system (Afw – AMS)
* Responsible for all hardware, software, and in-house training
* Desktop support for 100 users
* Update, maintain, and troubleshoot laptops & desktops, servers (Afw), print servers and copiers
* Built and maintain Windows update server, Facsys server, Blackberry server & Backup Exec
* Upgraded company website and created in-house Intranet

**Crist Elliott Machette**, Oakland, CA **January 2001 – September 2005**

**Systems Administrator**

* Provides assistance to the Operations Manager
* Maintenance and station troubleshoot of agency management system (Tam - Applied Systems)
* Responsible for all hardware, software, and in-house training
* Desktop support for up to 100 users
* Update, maintain, and troubleshoot laptops and desktops, servers (AMS), print servers and copiers
* Built and maintain Windows update server, Fax@ server, Blackberry server & Apres-Etfile
* Upgraded company website and created in-house Intranet
* Upgraded all workstations for dual LCD monitor setup, scanner, and Etfile

TECHNOLOGY

MS Office Suite: Word | Excel | PowerPoint | Visio |MS Project | OneNote

Microsoft Server: Azure | Exchange | Intune | Teams | Sharepoint

ServiceNow | Saleforce BMC RemedyForce | IBM Maas360 MDM Global Admin | KACE 200 Imaging (RSA)

Adaxes – ADUC | VMWare | Zoom Conferencing & TeleCom Admin| Webex

Cisco Finesse |Amazon WorkSpaces

EDUCATION AND CERTIFICATIONS

1997 Heald Business College San Francisco, CA

* Applied Associate Degree in Computer Business Administration

Spring 1995 John Adams Community College San Francisco, CA

* Office Technology / Business Department

**References Available Upon Request**