**RICSON LIBERATO**

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***IT TECHNICIAN***

**SUMMARY of QUALIFICATIONS**

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| * 6+ years of IT professional experience in providing IT support such as Windows Operating Systems, MS Active Directory, and Windows Server environments * Deliver exceptional customer support * Willing to travel for business | * Outstanding ability to diagnose and troubleshoot Operating Systems, hardware and software, and network connectivity issues. * Ability to communicate in a professional manner. |

**TECHNICAL SKILLS**

* **Infrastructure Services:** Windows 8/10, Servers 2008/2012/2016/2019 Linux OS, VMware ESXi/vCenter
* **Network Services:** OSI Model, Active Directory (AD), DNS, DHCP, WSUS, TCP/IP, ICMP, LAN, etc.
* **Software:** Microsoft Office, Anti-Virus, Backups and Recovery
* **Remote Tools:** LANDesk, RDP,VNC, putty, ssh
* **General:** System Operation Troubleshooting, System Root Cause Analysis & Issue Resolution, IT Support

PROFESSIONAL EXPERIENCE

**Student, Foothill College and UCSC Extension,** Silicon Valley, 2020 – Present

Currently pursuing an AS Computer Science and also enrolled in Computer programming certification and AWS Cloud Computing programs.

**IT Technician,** Nokia, Sunnyvale, CA 05/2017 – 09/2019

Performed end-user support (Tier 1 and Tier 2) and break-fix for PCs, including on-site and remote. Utilized Active Directory users and computers to manage users, groups, computers, and organizational units to troubleshoot issues (account unlocks and password resets) via Remote Desktop Connection for Windows/AD.

* Rename and add new devices to the server by the joining the domain name of the AD domain being bound.
* Provided technical support to internal customer by quickly resolving network connection and system issues leading to reduced downtime.
* Resolved system slow-down issues through network migrations, reconfigurations, integration and troubleshooting.

**Network Technician** (contract),Google Inc., Mountain View, CA 10/2014 – 10/2015

Provided technical support for end users, including setting up/installing, maintaining, repairing, and troubleshooting hardware and software problems. Built, maintained, and deployed system images, software updates, and OS patches for computer systems. Created and maintained documentation for standard and operational procedures.

**IT Technician** (contract), Citrix Systems, Santa Clara, CA 6/2013 – 07/2014

Maintained and managed the network infrastructure, and diagnosed, troubleshot, and resolved technical hardware, software and peripheral equipment issues on desktops, laptops, and mobile devices. Provided great customer service (In person, over the phone, and through ticketing systems).

**IT Support Technician**, Milestone Technologies Inc., Fremont, CA 10/2011 – 05/2013

Installed and configured over 120 workstations including laptops, desktops, printers, and Cisco VoIP phones for end-users. Setup secure WiFi, LAN, and VoIP network at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations. Responded to system hardware / software error and malfunction messages and storage / hardware configuration problems.

EDUCATION

* **Certification in Information Technology**, U.C.S.C. extension - Santa Clara, CA
* **Completed Cisco Networking Academy Certificate**,High Tech Academy – Santa Clara, CA