Raymund P. Pilar San Jose, CA 95126 (408) 220-5600 crf450smyth@gmail.com

TECHNICAL SUPPORT ENGINEER

SUMMARY of QUALIFICATIONS: Experienced and knowledgeable Information Technology professional with a BS degree and 16 years of experience supporting, troubleshooting and maintaining of computer hardware and software related issues. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing customer and end-user help desk support.

PROFESSIONAL SKILLS:

• System Deployment, Help Desk Support, Troubleshooting and fixing OS and peripheral issues, Active Directory, McAfee encrypt/decryption, Group Policy, SharePoint, A/V Support, Crestron, Extron.

• MAC OS, Windows 10, Microsoft Office, Apple, Android, HP Procurve, Aruba Networks, Palo Alto Networks, VoIP, Cisco Unified, ShoreTel, Polycom, Cisco Telepresence, Linux

• VMware Airwatch, VMware Horizon, VMware Workspace One (Okta),RSA SecureID, IT Service Management, Microsoft Technologies, Microsoft Exchange, Microsoft O365, Microsoft Teams, Slack, Zoom, HelpNow/ServiceNow, Remedy, Footprints

• Network Administration, Wireless Networking, VPN, Cisco switches/routers, Firewall Concepts, CLI, Backup and Restore, System Administration, Servers, Visio.

• Cisco AnyConnect, Cisco ISE, Palo Alto Global Protect, HP Comware, Infoblox, Riverbed Steelhead, DHCP, DNS, VNC, TCP/IP, Virtela View, CA Spectrum Network Monitoring.

• Thousand Eyes Network Monitoring, Cisco IOS/CATOS, Join.Me, TeamViewer, Bomgar, Workspace One Assist, Remote Desktop, WebEx, Remedy, Exceed on Demand, Technical Support.

PROFESSIONAL EXPERIENCE:

Endpoint Engineer 2020-Present

US Tech Solutions, Inc.

• Contractor to VMware in in Palo Alto, CA

• Provide Tier 1 and 2 hardware (Mac and Windows) and software support for all endpoint devices in Palo Alto and assigned remote sites.

• Provide support in person, over the phone, or via email in a timely and accurate fashion.

• Manage devices using VMware Airwatch; Register mobile devices for RSA SecureID; Ensure VPN connectivity via Global Protect.

• Assist colleagues remotely using System Center Config Manager (SCCM), Bomgar and Workspace One Assist; Maintain users in Active Directory (AD) using ActiveRoles and Psynch.

• Ensure remote colleague network connectivity to internal resources using VMware Horizon client.

• Work with other IT teams (networking, telecom, client engineering) supporting local projects and tasks.

• Consistently log all work completed in HelpNow/ServiceNow ticketing system.

• Communicate consistently with peers on the team, management, and colleagues; use Zoom, Microsoft Team and Slack for meetings and collaboration.

• Implement and follow departmental policies and procedures.

IT Support Engineer Team Lead 2017-2019

22nd Century Technologies in San Jose, CA

• Active Public Trust (NACI) Clearance Federal Contractor to the United States Patent and Trademarks Office in San Jose, CA.

• Create daily, weekly and monthly statistical reports summarizing support efforts, monitor the EAMS Remedy ticketing system to provide support, repair, maintenance, configuration and installation of laptops and desktop, peripheral equipment and software.

• Operate, troubleshoot, install, upgrade, monitor, manage, and maintain the voice, network, software, firmware and security infrastructure.

• Plan and schedule deployment and moves of hardware such as desktop, laptops, printers, and additional peripherals. Research, monitor and implement special projects

• Advanced point of escalation for resolving complex technical issues. Train and support team members on support and troubleshooting processes and procedures. Work with vendor support to resolve technical problems. Follow the approved production Problem and Change Management system to track all problems and changes.

• Subject matter expert in organizing, implementing and troubleshooting audio visual collaboration events and projects using Cisco Telepresence Devices such as SX-80 Codec and 8831 Conference Phone, Cisco WebEx, Christie projectors and Crestron A/V control systems.

• Support high-volume OkiData Group Printers, HP Multifunction printers, and PC workstations/print servers associated with the printers. Ensure preventive maintenance is performed 4 times daily.

• Deployed/Migrated from Windows 7 to Windows 10 laptops/desktops to 60+ users.

• Perform and maintain IT asset and configuration management for voice, video teleconferencing, collaboration, network, and security systems.

• Patch network drops into switches from Patch Panel and modify for auxiliary port usage as necessary. Maintain an updated spreadsheet of all port mappings and changes.

• Assist users remotely using System Center Config Manager (SCCM), maintain users and devices in Active Directory (AD) using ActiveRoles.

Network Administrator 2011-2016

Maxim Integrated in San Jose, CA

• Administered IT networking systems including installation, maintenance, and programming network switch devices, routers, firewalls plus evaluation and diagnosis of network LAN/WAN systems.

• Did Palo Alto Networks firewall rollout / administration, Aruba wireless access point configuration / administration, Polycom configuration / administration, HQ Network Infrastructure installation.

* Performed Linux queries to locate certain entries within the DNS log files.

• Used Infoblox reporting setup and mapping/location of all Infoblox devices, Sunnyvale / HQ Move Remote office infrastructure setup, HP managed desktop mini-switch rollout, trade show support.

• Provided emergency response for all network infrastructure systems, e.g.frequent call duty while juggling multiple tasks with competing agendas and timelines resulting in high efficiency.

• Sarbanes-Oxley Compliancy Activities

• Used Metrics from Footprints to determine cycle time and effectiveness and to determine level of support, programmed and administered ShoreTel phones and Polycom conference phones.

Desktop Support / Desktop Support Supervisor 2008-2011

Maxim Integrated in San Jose, CA

• Provided Tier II/III support and troubleshooting for complex issue escalated from the Helpdesk team.

• Part of a ten-person team supporting 2,000+ end-users with hardware and software system configuration, maintenance, upgrades and troubleshooting of workstations, laptops, mobile devices, printers and off-site Conference support.

• Promoted to Supervisor for the Desktop Support Group, Lead computer replacement project to 300+ IC Design Engineers previously running in Windows 2000/Linux to Windows 7 with OpenText Exceed on Demand thin-client to securely connect users remotely to UNIX applications.

• An early adopter of Microsoft Office 365 and rolled out to entire Maxim Headquarter with continued support on issues encountered.

• Supported global Test Engineering desktop applications remotely and the entire headquarter Test Floor operations with offline/online development tools connected to a tester.

Help Desk Analyst 2006-2008

Maxim Integrated in San Jose, CA

• First and second level issues and requests received via, telephone, voicemail, e-mail and ticketing, triage, categorize and prioritize each request. Document user issues and requests in the incident management application (Footprints).

• Resolve requests for access and permission changes, PC , software and , printing issues.

• Image, set up, configure and deployment of new laptops for new hires and upgrading existing users.

• Create and maintain procedural documentation.

• Escalate incidents in a proper and timely manner per procedure to facilitate resolution. Follow-up with customers to ensure complete satisfaction.

Sr. Support Specialist 2005-2006

Intero Real Estate Services in Cupertino, CA

• Provided excellent customer service to every real estate agent while working extensively with Corporate Executives, Branch Managers and Realtors across the WAN resulting in high profitability.

• Provided remote support for corporate and franchise branch offices within the Bay Area; configured and installed new and additional Cisco 3500 switches when needed resulting in high bandwidth.

• Systems administrator for all levels of software support and web based applications; performed adds, moves and changes of new user accounts for agent software, phone, and voicemail.

• Handled key FOB for after hour building access and firewall support using Fortigate Hardware.

IT Consultant 2003-2004

iSpace, Inc. in El Segundo, CA

• Contractor to Countrywide Home Loans in Rolling Meadows, IL as part of the Production Technology Hardware Support Team and did troubleshooting remotely using PCAnywhere.

• Provided Level II on-site hardware and software support for 400+ users and company-wide taking trouble Tickets through Remedy and rotated backup tapes for remote backups.

• Traveled out of town to open or close branch offices; set up servers, workstations and printers; ensured connectivity to the corporate offices in Arizona, California and Texas.

EDUCATION:

• B.S. in Telecommunications Management at DeVry Institute of Technology, Addison, IL

• Certifications: Cisco Certified Network Associate – CCNA, HP Accredited Integration Specialist - HP AIS, and Panduit Corp – Copper and Fiber Certified.