Sasha Gorin

blackbriar2008@gmail.com

C: 209-548-2058

Bilingual Russian and English

<https://www.linkedin.com/in/sgorin2016>

US Citizen

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| objective | |
|  | To learn new skills and further my career in information technology |
| Experience | |
|  | April 2019 – September 2019  **MUSA Technology Partners (Celgene office San Francisco)**  Systems Consultant/Lab support engineer   1. Provided lab support for all on-site users including printers and all lab computers 2. Provided desk side laptop support for all users on site 3. Worked with Service Now ticketing system to create and manage tickets 4. Worked with active directory including user requests and OU moves based on SOP and user department requirements 5. Provided support for Compliance wire support 6. Performed Airwatch administration including user device provisioning for both corporate and BYOD Apple and Android devices 7. Worked with network escalation team on port provisions and VLAN moves   Aug-2018 – April 2019  **The Rockridge Group (Genentech Campus IT)**  Windows 7 to 10 Migration Team   1. Worked one on one with end user to prepare for upgrade 2. Upgraded the RAM and swapped the M2 SSD in laptop to preserve user data 3. Upgraded windows from 7 to 10 using SCCM prepared boot stick 4. Followed upgrade checklist to confirm all pre and post upgrade tasks were complete 5. Transferred user data to laptop post upgrade 6. Worked one on one with user to confirm successful data migration and installed all previously used applications 7. Troubleshooted upgrade related issues and questions as needed   Jun 2017-July 2018  **Buchanan Technologies**  Field Technician   1. Providing onsite support for car dealership client in the Daly City, San Bruno and Marin territories 2. Worked on tickets assigned by Remedy 3. Supported CDK, Dell windows 7 desktops and laptops 4. Supported all dealership IT systems 5. Supported Microsoft Surface Pro's 6. Re imaged PC'S and Surface Pro's 7. Took detailed site PC inventory 8. Break fix of all dealership systems 9. Did monthly network room checks for all supported sites 10. Prepared new PC’s and Surface Pro’s for new users 11. Worked with the NOC on network related tickets 12. Other duties as assigned by my manager   Dec 2014-May 2017  **Self Employed**  Systems/Network Consultant   1. Network support services (Cisco and mixed environment) 2. Remote user support services over VPN 3. Active Directory setup and migration 4. Microsoft Exchange new deployment and migration 5. Data center migration and rack and stack projects 6. Data center planning and site support 7. Cisco based network design, setup & troubleshooting 8. VMware NSX Proof of Concept modeling and creation based on client business needs & expectations 9. Day to day business operations support for the Information Services department 10. Custom PC fabrication, testing & deployment to customer specifications 11. Wireless network design and implementation services 12. Presales as needed 13. Professional services 14. Palo Alto Networks NGF deployment and troubleshooting   Dec 2012- Dec 2014 **Hart Howerton**  Assistant IT Administrator   1. Provided end user support for local and remote users 2. Helped setup and migrate Microsoft Exchange 2010 from scratch 3. Deployed and coordinated 3D printers and trained users 4. Managed a multi-site Active Directory environment 5. Performed weekly backups with Backup Exec to LTO3 and 6 tapes 6. Migrated user mailboxes from Microsoft Exchange 2003 to Exchange 2010 7. Performed software and hardware refreshes on new PC’s 8. Supported large format HP and OCE plotters 9. Performed other day to day tasks as needed   Sep 2011- Feb 2012 **Murphy. McKay & Associates** San Francisco Bay Area  IT Relocation Technician   1. Provided PC relocation services for San Francisco companies 2. Provided data center relocation services 3. Data center inventory Services   Jan 2007 – Aug 2007 **SRI Mortgage** San Francisco, CA  Assistant IT Administrator   1. Provided Level 1 and 2 Helpdesk services to onsite and offsite employees 2. Performed day to day maintenance and backups of servers 3. Maintained IT infrastructure consisting of Cisco devices   Aug 2003 – Jun 2oo4 **Independence High School** San Francisco, CA  Computer Technology Assistant   1. Helped with Lucent Technologies wireless system unit 2. Checked wireless printing and Internet equipment 3. Archived Software 4. Organized data files 5. Installed hardware & helped troubleshoot and solve computer problems |
|  | Aug 2003 – Jun 2oo4 **Noriega State Pre-k** San Francisco, CA  Computer Support Staff   1. Installed Software 2. Set up PC hardware 3. Instructed in computer use 4. Researched comprehensive product pricing for hardware |
|  | Jan 2001-Jan 2002 **Jewish Family & Children Serv.** San Francisco, CA  Computer Technology Assistant   1. Installed multiple operating systems including Windows 98 and Windows 2000 Pro 2. Performed troubleshooting as necessary 3. Performed system upgrades including RAM & other hardware installation |

**Skills:**

* Microsoft Office (10 years)
* Microsoft Exchange (6 years)
* 3D Printing (2 years)
* Active Directory (8 years)
* VMware NSX (2 year)
* Deskside support (10 years)
* Network Administration (8 years)
* CDK (Less than 1 year)
* PC Troubleshooting (10 years)
* Mac OSX (1 year)
* Custom PC building (10 years)
* GXP certified system support (3 years)