**Jerry Lile**

[**AudioResourcesR@msn.com**](mailto:AudioResourcesR@msn.com) **(541) 610-9536**

[**https://www.linkedin.com/in/jerry-lile-vancouver/**](https://www.linkedin.com/in/jerry-lile-vancouver/)

P.O. Box 820782, Vancouver, NV 98682

Monday, June 15, 2020

Human Resources

Z Networks

3880 SE 8th Ave, Suite 205

Portland, OR 97202

**Re: Resume for the IT Technician – Portland, OR**

Dear Sirs,

I recently came across this open position from indeed.com. I have noted Z Networks encompassing network devices, work stations to Cloud Services of a few areas I found personally interesting. I am intrigued by your core base, “…recognizing the unique needs of our clients and make it a priority to not only meet those needs, but to exceed expectations. “, in quoting your own words.

I have acquired beginning hands-on knowledge and troubleshooting in infrastructure, OS platforms on Workstation, Desktop, Laptop from access to file servers, VPN, LAN, WAN, VOIP topologies, Networking basics to administration areas in Active Directory, DNS, DHCP, TCP/IP addressing, email to Exchange, file to print sharing, storage directives to monitoring, data input, password updates amidst maintaining logs for the ticketing system.

And in hardware one extensive project, I completed, was a comprehensive XBox 3.5 Petabyte Data Center & Colocation Network System buildout handling design to installation, troubleshooting, testing to maintaining data integrity, from Rack and Stack to Break/Fix addressing. Amongst auditing, documenting, wirelisting, to labeling of the Fiber/Copper/Data control and network, from cable assembly, termination, dress to management.

I graduated April 2019 with a 3.89 gpa with an Information Technology Specialist; Associate in Occupational Studies degree, which has gained me experience in network component architecture to deployment, virtualization, from servers to storage systems, administration to monitoring.

My ambitions and passions are the challenge of thinking outside the box, thriving on my attention to detail, resourcefulness and making a project scope come together in a timely fashion. I am diligent, driven and believe that you will find my skills and diversified background would benefit Z Networks and clientele. I look forward to talking with you to determine your current needs and directions.

Sincerely,

Jerry Lile

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***SYSTEM / IT SUPPORT TECHNICIAN***

Experienced in IT and Broadcasting in operations and troubleshooting from System Design to Rack and Stack installation. Studying IT Foundations in administration, architecture to deployment, virtualization from servers to storage systems.

***QUALIFICATIONS***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Information Technology* | *System Design & Installation* |  | *System Design & Installation* | *Information Technology* |
| * Network Infrastructure configuration, troubleshooting to monitoring from Router, Switches, Load Balancers to Firewalls in IPV4 & IPV6 Protocols * Administration in Windows Server 2012R2; Active Direct, DHCP, DNS, Exchange, WDS, RDC to basics in SQL Database * Operating, configuring and mapping of Virtual Architecture; VMWare, Virtual Box, Hyper-V, VPN, File Servers, VNC Viewer * Disaster Recovery EMC2, NAS Storage; Raid Mgmt, Imaging to Backup * OS: Windows; XP, 7, 10 Pro, Enterprise, Linux; Ubuntu, Kali to Apple High Sierra * Computer A+: diagnostic & repair of software, hardware to peripherals * Microsoft 2010, Office 365 Enterprise: Projects, Power Point, Word, Excel, Outlook, OneNote to Access, GSuite based distribution groups * Mobile, Wireless Integration, Intrusion Prevention to Bitlocker Encryption | * Rack & Stack, Patch Panel demark, headend to downstream, Host to Client eqpmt , component to assembly * Incorporate, maintain process to procedure of Tier 1, 2 & 3 Network Infrastructure, UPS Power Mgmt to load balancing * Break/Fix identify procedure to resolve of Hardware failures from Stand-by to Replacements * Setup, Test to Troubleshoot copper & Fiber connectivity * Cable Mgmt; Interstitial, Riser to Cmptr Flooring, Cable assembly * Scope, Multimeters & Oscilloscopes, Continuity & Tone Generators, Punchdown, Cutters, Strippers to Crimpers * AutoCAD v12, 14, Lite, CADvance, Visio Design to As-Builts of Architectural, Conceptual, Functional to Equipment Elevations |  |  | * Network Infrastructure configuration, troubleshooting to monitoring from Router, Switches, Load Balancers to Firewalls in IPV4 & IPV6 Protocols * Administration in Windows Server 2012R2; Active Direct, DHCP, DNS, Exchange, WDS, RDC to basics in SQL Database * Operating, configuring and mapping of Virtual Architecture; VMWare, Virtual Box, Hyper-V, VPN, File Servers, VNC Viewer * Disaster Recovery EMC2, NAS Storage; Raid Mgmt, Imaging to Backup * OS: Windows; XP, 7, 10 Pro, Enterprise, Linux; Ubuntu, Kali to Apple High Sierra * Computer A+: diagnostic & repair of software, hardware to peripherals * Microsoft 2010, Office 365 Enterprise: Projects, Power Point, Word, Excel, Outlook, OneNote to Access, GSuite based distribution groups * Mobile, Wireless Integration, Intrusion Prevention to Bitlocker Encryption |

***IT / ADMINISTRATION / HELPDESK EXPERIENCE***

**Career College of Northern Nevada, Sparks, NV**

***Information Technology Technician*** July '19 - Mar ‘20

* Computer Services; 240 Student, 25 Faculty, 70 Staff Desktop, 20 Laptop:
  + Operating Systems; Windows 7 & 10 Enterprise Pro & Education
    - Domain, Users to Passwords, instructional software to Group Policy OU to portal shortcuts
    - Troubleshoot, Upgrade, Imaging to Licensing Activations
  + Microsoft 2010, Office 365 Enterprise: Projects, Power Point, Word, Excel, Outlook, OneNote
    - Troubleshoot, Upgrade, Licensing Activations & User Operations of
* Computer Hardware:
  + RAM, HDD, power Supplies, CMOS services, diagnosis to replacement
* Computer Peripheral:
  + Printers; Scanners, Mouse, Keyboard, KVM’s to Scantron Testing Units from service, maintain, network and direct to surplus stock
  + Video Projection services, diagnosis, maintain to surplus stock
* System Infrastructure:
  + Microsoft Asset management; inventory configuration, upkeep to archival of EOL Eqpmt
  + HiSet Server & Station, installation of system & camera mounting to cable runs
  + Tape Backup routines incremental to differential, weekly, daily vs cloud setup
* Administration:
  + Operating Systems; Windows 7 & 10 Enterprise Pro & Education
  + Microsoft 2010, Office 365 Enterprise: Projects, Power Point, Word, Excel, Outlook, OneNote
  + Allworx VOIP Network Telephone Eqpmt placement, relocation to service of system to end users
  + CCTV/DVR Record/Playback setup, map for system upgrade to operation of system
  + KeePass upkeep, and utilize
  + Help Support Ticket System alert, request, service
    - Oversee ticket creating and processing of
    - Documentation to Knowledge based information
  + PearsonVue Admin Server/Deployment station & testing station maintenance
  + HiSet Admin/Server & Testing station maintenance
  + Purchase Requisitions of hardware to IT consumables to surplus inventory
  + System service documentation to OneNote
* Enrollment of Student, Faculty to Staff:
  + Google, Help Desk, Exchange, SharePoint, Active Directory, Diamond D, School Docs to Moodle Learning Platforms
    - New, maintain, archive Profiles, Passwords to ID’s manually to block script runs

Northern Nevada Literacy Council, Reno, NV **Career College of Northern Nevada, Sparks, NV**

***Desktop Computer Maintenance and Math Tutor*** Mar '18 - Jan '19

* Instruction Computer Maintenance; 43 Desktop, 25 Laptop:
  + OS Upgrades, Updates to basic maintenance and setups
* General Equivalency Diploma (GED) / Hi Set / CASAC Math Tutor:
  + Assist in basic levels to mid-levels
  + Assist in instruction for preliminary instruction and testing

Learning Resources Center, Sparks, NV **Career College of Northern Nevada, Sparks, NV**

***Student Library Assistant*** Nov '17 - Mar '18

* College Library/Pearson Vue Testing Center:
  + Library periodical circulation and loan for students and instructors
  + Pearson Vue site test and Book Store administration
  + Teacher/Student attendance to archiving file, Student Portal password reset

***SYSTEM / IT NETWORK EXPERIENCE***

Chaparral High School, Parker, CO / MorningStar at RidgeGate, Lone Star, CO **Audio Video Colorado, Aurora, CO**

***Audio Video Lead Installer*** Dec '16 - Jan '17

* High School Auditorium Installation Upgrade:
  + Modify speaker mounting brackets
  + Clear out old rack equipment
  + Setup rack install equipment into hinged rack
  + Cut, prep, term & label to dress cabling rack of Audio, Data & CAT5.e
  + Verify speaker tie-line interconnects
* Senior Assisted Living 70Volt Audio System Installation:
  + Setup rack install equipment into data rack
  + Cut, prep, term & label to dress cabling rack of Audio, Data & CAT5.e
  + Verify speaker, ARC and line level tie-line zone interconnects
  + Help commission audio thru speaker and volume levels

Microsoft VidLAB OPS, Redmond, WA **Lincoln Bay Company, LLC, Seattle, WA**

***Network System Installation Supervisor/Lead Designer/Installer*** May '13 - July '16

**JW Tel-Tronics, Inc., Bothell, WA**

***Network System Installation Lead Designer/Installer*** Oct '11 - May '13

* Plan, implement to upgrades of NOC & Colocation Farm for Xbox, maintaining the existing Headend machine room, to interconnections between editing, compression and publishing suites:
  + System implementation of Headend Machine Room equipment:
    - Cisco Systems UCS 5100 Chassis M3 Blade Servers & Fabric Interconnect Switches
    - Isilon NL400 & NL200 NAS Storage
    - Cisco Nexus 7000, 5000, 3000 Series to Management Switches
    - Fiber Brocade 4800 Chassis & 300 Switches
    - XIO Technologies ISE scale out Storage
    - EMS VNX 5300 Virtual Machine
    - DataDirect SAN System
    - Connectorizing of SingleMode & MultiMode Fiber Jackfields
  + Cable dress racks, tray & computer floor mgmt. of Coax, CAT 6, SM/MM Fiber, InfiniBand & SAS
  + Document control; Visio, AutoCAD, functional to elevations, Wirelist cable labeling data mgmt.
  + Shipping/receiving of equipment & upgrades to rack installation

***EDUCATION***

**Information Technology Specialist, AOS -** 3.89 GPA Career College of Northern Nevada, Sparks, NV - Oct '17 - April '19

**AutoCAD** Renton Technical College, Renton, WA - Oct '12 - Mar '13

**Audio Engineering** College for Recording Arts, S.F., CA - Oct '18 - Sept '19

**Electronics Technology** Mesa College, Grand Junction, CO - Aug '81 - Mar '83

***CERTIFICATIONS***

CompTIA A+ 220-1001, 220-1002 Score Report, 12-Dec-2019 Core 1: 570 out of 675, Core 2: 680 out of 700

Pending Retake

CCNAX 200-125 Pending

***ACHIEVEMENT / ACCOMPLISHMENTS***

***Project Achievements include:***

-Overseeing a for Profit Accredited College IT Services from diagnostics, maintenance and service of desktop and users, infrastructure, administration to FASPA confidentiality.

-Microsoft XBox 3.5 Petabyte NOC & Colocation Facility, Microsoft HD Video HUB Upgrade, Direct TV LABC International HD Digital Upconversion Rack Expansion System, UNM Classroom Presentation Distribution System, KPTV TV21 HD Digital Upconversions, KTEH TV36 Restore/Renew Facility.

***My Networking career:***

-I enjoy the learning curve of my Personal Network Rack Lab setup and deployment of Cisco Packet Tracer and Virtual Machines, from CLI to Putty configurations and servicing, to studies in Linux and Unix.

***My Broadcasting career:***

-I have design, install, punchlisted, troubleshooting to maintaining of video, audio, control, data to network, television, radio to commercial AV systems from wirelisting, cable assembly to management, from rack and power interfacing from lead installation, production, technician to supervisor.

***American Kenpo Karate:***

-I have earned a Green Advanced belt in mixed Martial Arts since 1997, and a Green belt to my study in Kenpo since 2004. I have placed in various local tournaments and enjoy the life journey it brings.

***SOCIETIES***

Society of Broadcasting Engineers (SBE) - Traditional Member Oct ‘08