* ****SMCI, Inc.**** 02/23/2020 – o3/20/2020 || Glendale, California (Layoff due to National Emergency – Pandemic)

**Client**: SMCI, a staffing service, assigned to National Veterinary Associates in Agoura Hills, CA.

**Assignment**: Provided IT services for NVA as an Implementation Specialist for a Point of Sales (POS) upgrade project.

**IT Environment**: Microsoft Domain servicing branch offices in a Microsoft Workgroup environment remotely supported by Remote Desktop (RDP) and Kaseya®.

* ****ROBERT HALF Technology**** 03/2019 – 03/20/20 || Menlo Park, California

**Client**: All Covered (IT provider from Konica Minolta) assigned to American Homes 4 Rent located in Agoura Hills, CA.

**Assignment**: Service Desk Associate II, providing IT Level 2 Service Desk services. Provide incident escalation solutions in a tiered call center system. Participated in various IT project initiatives, notably SOP documentation for Knowledgebase publishing. Also spearheaded new procedural development of equipment tracking, processing, recovery, disposal, and redeployment. I was the Point of contact and liaison between our equipment vendors, Apple, Lenovo, and Microsoft and the Finance department regarding invoice and PO generation and new account setups. New user setups, existing user equipment upgrades and swaps, and AH4R user account terminations.

**IT Environment**: Microsoft Active Directory and Azure. SaaS by Office365 and Oracle Cloud Applications. CRM solutions from Microsoft, Oracle and Yardi. ServiceNow for the IT service call and asset management platform. Hardware is Lenovo computers, Apple tablets, Konica printers, and Kodak and Panini desktop scanners.

**Skills**: Active Directory, MDT, BitLocker, PingOne (SSO), Meraki (MDM), McAfee Enterprise and Cylance Protect, Carbonite Endpoint, Box, SharePoint, OneDrive, Office365 Admin., ServiceNow, Mozy and Carbonite cloud backup, SolarWinds N-Central, LogMeIn-Central. Vendor liaison. Technical document creation for SOP additions to the knowledge base in Service Now transitioning to Jira.

* C-Net Systems, Inc. 2018 || Shelby Twp., Michigan

**Role:** IT Support Specialist

**Overview**: Managed Service Provider supporting home and small to mid-sized clients using a Kaseya® based RMM (Remote Monitoring and Management) and on-site IT services for the Metro Detroit Area.

**Skills**: Remote support with a Kaseya® based RMM. MS Server 2008, 2012 & 2016 administration. Installing & configuring Ubiquiti access points. Sophos Endpoint security. Home and business hardware and software troubleshooting, installation upgrades, and refreshes. OS support for iOS, Win7, 8, and 10. Full network hardware and cable installations. Exposure to firewall rule troubleshooting and configuration.

* RGIS, LLC. Auburn Hills, Michigan 2007 – 2017 || World Headquarters || 34,000 Employees

**Role**: Senior Technical Support Analyst | (team ≈ 10)

**Overview**: Promoted to Senior level in 2014 to work with the most challenging circumstances in a high-speed, SLA environment. Onsite & remote global support for internal HQ, over 200 offices, 34,000 employees, and more than 1,500 AD users accounts split between two AD forests. Performed installs, upgrades, repairs, and refreshes any computer and LAN/WAN peripheral equipment, e.g., VPN appliances, switches, routers, printers, scanners, and LAN integrity troubleshooting. I was their hardware and software vendor liaison. I provided VIPs with white-glove service and solutions.

**Skills**: VPN Appliances (Juniper, FortiNet & VeloCloud); SolarWinds Net Perf Monitor; Aruba WAPs, Exchange/Office365 management and cut-overs, TeamViewer w/Mgmt. Console, MDT, AutoCAD/Microsoft SQL integration, Salesforce, Hyper-V, software licensing, and Citrix. Highly skilled with ISP interaction for troubleshooting WAN/VPN service issues at remote offices.

**Ticketing system:** BMC’s Service Desk Express; Solar Winds Web Help Desk

* PHNS, Inc. (Anthelio Healthcare Solutions) 11/02 - 10/06 || TEK Systems, Inc. (contract until 2003)

**Role**: PC Support Specialist - Second level computer support in a Windows/Novell LAN environment. Installation, configuration, maintenance, and repair of printers. Supported teleworkers on ISDN thin clients. Team lead for multiple hardware and software PC refresh projects. Inventory management. Primary and lone onsite IT contact for the entire Lapeer Regional Hospital. Promoted to sole IT contact for all eight (8) Detroit Medical Center campus hospital's medical records departments. 24x7 on-call.

* American Family Insurance - Madison, WI 08/98 – 02/02 || TEK Systems ( contract until 03/99 )

**Role**: Main duties included new user PC systems orientation and troubleshooting, frame-relay coordination and monitoring, data synchronization and integrity, and technical troubleshooting in an AS400 environment.

Skills, Hobbies and Talents

**Soft Skills**: I strive for solution-oriented resolutions, i.e., resolution without workarounds. I have a logical and analytical mindset. I am a willing contributor to ideas and collaboration. Knowledgebase (KB) documentation is clear and concise, grammatically accurate. I specifically enjoy client interaction with educational opportunities, i.e., skilled at 'de-jargoning' for interested users and never place fault on the end-user even when they self-deprecate their computer skills. Every problem offers learning opportunity for all.

**Hard Skills**: Active Directory administration, Direct Access, I have good proficiency with O365 and all Office 20xx versions. Experienced Outlook troubleshooting, all versions. Hyper-V for creating VMs. SharePoint and One-Drive file sharing and permission management. Internet browser configuration and troubleshooting. Using and interpreting Microsoft OS system tools. DOS and WMIC command usage. Working understanding of most security protocols and principals. Adept at malware elimination and reporting. Proficient with TCP/IP protocols such as DHCP, SMTP, DNS, HTTP/S, and the like. Packet capturing and interpretation. Solid understanding of routing and switching and principals and administration. Very skilled at All-in-one business printer troubleshooting, direct and remote console. Experience with third-party software integration, e.g., AutoCAD w/SQL. Very good at VPN troubleshooting. Working knowledge of VoIP. Over 20 years of IT experience with progressively increasing skillset and responsibility.

EDUCATION, TRAINING, and CERTIFICATIONS

* **Central Michigan University**Bachelor of Science (1991): Double Major: Earth Science, Geography; emphasis in Environmental Analysis and Land Use Planning. *Emphasis in Remote Sensing/GIS analysis; and, Environmental Analysis for Land Use Planning.*
* **COMPTIA**
* A+
* Net+
* **HP Certified Professional**
  + Exam HP2-H08 Servicing HP Desktops, Workstations, and Notebooks (17-FEB-2012)
* **Herzing College of Technology**
* Microsoft Certified Systems Engineer (MCSE, 1999)
* Microsoft Windows 2000 Accelerated 6-week MCSE preparation course (2000)
* Cisco Certified Network Administration 14-week training curriculum (00-01)

***Extraneous***

**Book genres**: IT Certification, Self Help & Spirituality, Thriller, Suspense, Historical Fiction.

**Recreation & Hobbies:** Hiking, fishing, golf, tennis, metal detecting, home remodeling, fantasy football, poker, meteorology, glaciology, landscaping and gardening.