**Jensen Carino**

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**Objective**

Systems Administrator/Technician with over 14 years experience working for both small and large companies offering, efficiency, dependability, and attention to detail. Experienced in a variety of computer configuration

protocols with abilities to meet deadlines in a fast paced environment. Functions well in both team and

self-starter roles. Operated as a leader in a large company and supervised at a medium size firm.

**Experience**

2002 - 2004

Universal Computer Systems

*Field Support Technician*

S. Industrial Rd. Las Vegas, NV. 89118

Repaired and tested hard and floppy drives. Repaired PC’s and Configured equipment and installed software. Repair orders while coordinating other tasks. Achieved daily quotas on a regular basis consistently attaining above average results. Utilized knowledge of scope and diagnostics to expedite repairs. Performed on setting up trade shows to specify needs for clients. Go onsite and maintain simple networks with filesharing and printing capabilities. Using HP and Dell printers fixing jams and maintaining machines throughout the show for different companies. Assembled and maintained customization of machines ordered by the customer. Used Ghost to image and all aspects of hardware for customer customization using all Dell machines. Provided help desk support on the field and phone support off the field for convention and trade shows. Wireless site survey for optimal Lan and Wan access. Cable routing and cable management for trade show configurations. Used WPA/WPA2 Enterprise for wireless encryption access.

2004 - 2008

Piercy, Bowler, Taylor, and Kern

01/05/2004

*Systems Administrator / IT support*

6100 Elton Ave. Las Vegas, NV. 89107

Support and troubleshoot various software and network issues. Background using Windows 2000 & 2003 server as well as software training in various accounting software. Experienced with Veritas BackupExec. Experienced setting up ESX servers and virtual servers using vmware in a thin client environment with over 60 users. Building, configuring, patching, upgrading and troubleshooting of physical and virtual Linux servers (rack mounts/blades, and VMs). Structured diagrams of forests for clients and recommendations for software and hardware placements. Managed software compliance throughout the company and software security using Symantec products. Managed and simplified software to implement cost-based savings and utilize software to its full potential. Participate in on-call rotation to provide 24 X 7 production support. Performed work on a supervisor level with over 8 employees. Work and utilize backup system for daily and employee usage. Manage maintain and troubleshoot norton enterprise software and Veritas Software. Handled software compliance for entire office. Trained CPA's on microsoft office products, peachtree, quickbooks and quicken. Provided support for complex equations using macros and calculations in access. Used adobe acrobat for editing and application support for accountants and lawyers. Manage and maintain email filter for entire offce emails using exchange server. Filter and unfilter emails from clients. Maintain all incoming and outgoing emails. Also maintained office communicator on the same server for communication. Maintained all aspects of communication for inter-office as well as maintain phone logs and Mitel phone server. Handled all tiers of support from phone to in-person support. Managed and trained 5 employees working closely with director, partners and shareholders. Maintained hardware and software such as switches, cabling, phone, and troubleshooting of network traffic for citrix. Transitioned department to a vmware environment using HP products for thin clients. Performed installation of esxi software and installed SAN storage to virtualize entire office. Maintain office applications such as peachtree, practice, gosystem fast tax, quickbooks, quicken, office 2003 & 2007, and any implementation of new software. Performed FTP and TFTP sites for offsite installations and client files.

2008-2019

Clark County Department of Aviation

*Systems Administrator/Technician & Lead*

5757 Wayne Newton Blvd, Las Vegas, NV 89119

Operated as a shift lead to watch over entire airport and remote sites. Duties entailed troubleshooting software issues for different airlines and hardware issues. Maintained and controlled multiple windows 2008 servers creating scripts and functionality to work with multiple environments applying user policies for different roles. Monitor server event logs, performance logs, growth of data on the network, and checking the status of nightly server backups. Develop and maintain detailed maintenance and contingency plans and documentation for server infrastructure. Conducted operating procedures and software procedures for leading groups of employees. Implemented policies for security and Managed Mcafee EPO security throughout the span of different platformed software. Managed pelco and security camera equipment in a RAID environment. Understands knowledge of network structure and design using the OSI model in different environments for security. Duties entailed, managing and maintaining Arinc government software, Windows 2008 server and veritas backups using vmware 4.0. Creating and developing Symantec Ghost images for airport wide platform for displays, machines for airlines and baggage handling displays. Creating scripts to implement legacy software to work with government implemented software. Used various types of remote access software including vmware, windows remote, teamviewer, logmein, netsupport. Monitored kiosk and flight information display machines throughout the airport using kiosk manager to manage and maintain machines. My primary duty as a system technician was to insure security for airlines systems. Which required me to manage and maintain Epolicy Orchestrator for Mcafee Enterprise. Provided over 12 years of help desk for airlines with over 5,000 machines airport wide. During my tenure I have kept systems throughout the airport virus free. Minimal duties required are installations of systems airport wide. With deployment of Windows 7 to transition to Windows 10. Customized installations for airlines for legacy systems. Using server 2008 to apply policies for accounts on the administration and airline side of operations. Used linux software for flight information displays. Performed operations of network infrastructure with Visio and Microsoft Excel. Googl-G suite for airlines system clients and documentation.

Networking duties have provided me experience with cable crimping, toning and configuring residential and enterprise routers. LAN and WAN and Wireless networking. knowledge of OSI model to handle complex issues placing certain policies. Duties entailed, managing and maintaining Arinc government software, Windows 2008 server and veritas backups using vmware 4.0. Creating and developing Symantec Ghost images for airport wide platform for displays, machines for airlines and baggage handling displays. Creating scripts to implement legacy software to work with government implemented software. Used various types of remote access software including vmware, windows remote, teamviewer, logmein, netsupport. Monitored kiosk and flight information display machines throughout the airport using kiosk manager to manage and maintain machines. Performed cable management duties for networking IDF closets throughout the airport. Worked with cellular and data experts for NOC configurations on routers. Replaced batteries on APC switches throughout all IDF’s.

My primary duty as a system technician was to insure security for airlines systems. Which required me to manage and maintain Epolicy Orchestrator for Mcafee Enterprise. Provided over 12 years of help desk for airlines with over 5,000 machines airport wide. During my tenure I have kept systems throughout the airport virus free. Performed test environments for pre-deployments and post-deployments for new hardware and software environments.

**Skills**

* Hardware: IBM, Macintosh, Dell Machines, Sony, Toshiba, Mitel, Enterasys and other available upon request.
* Environments: MS Windows 2000, XP Pro and current versions, MSDOS, DOS/V, MacOS, MS Office, ESX Server (Vsphere 6.5), Windows 2003 server and 20012 MCP and A+. Dell certified
* Languages: HTML, ACCESS, MYSQL, Google suite, Symantec Enterprise, Mcafee EPO. Linux
* Experience and sound working knowledge of the following areas: Windows Server administration including Active Directory and the use of Group Policies, Veritas Backup/recovery technologies; TCP/IP, routing, switching, DHCP and DNS, Cisco and Enterasys switches
* Wireless CISA enterprise and load balancing AP’s
* CCTV programs such as Pelco and storage VMS
* Good project management skills, with the ability to independently interact and at times lead a team to complete initiatives with quality and timeliness
* Ability to maintain the highly secure nature of information technology work
* Knowledge of interoperability between Linux & Windows environments
* Strong analytical and problem solving skills with the ability to quickly adapt to changing and competing priorities
* Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints
* Strong customer orientation and a professional approach with the ability to interact with all levels within the organization
* Self-motivated, able to prioritize, good at time management and goal driven
* Knowledge of interoperability between Linux & Windows environments
* Represented both medium sized and large corporations in participating events

**Education**

University of Nevada Las Vegas, Las Vegas, NV.

B.S., Management Info. Systems, Minor: Business Administration, (Not finished)

GPA: 3.2, Major GPA: 3.0

Dell Hardware Certification

The Learning Center

Windows 2003 server (MCP)

**References**

Available upon request.