Antioch, Ca

94509-1842

(925)705-2645 reardon\_m@sbcglobal.net

**Objective:**

**High level position for Technical Support and Customer relations for Hardware and Software Support.**

**Qualifications:**

* Project Management Team building and Leadership, delegation of duties.
* Supported clients in the Business Community and Home for 18 Years.
* Avaya Certified for VoIP Systems.
* Expanded Knowledge of Computer Equipment and software. Always learning new Hardware and software.

**Skills: Installed and Trouble shoot the following:**

* Server 2016,2012,2008, 2003, Mac OS, Windows 10, 8, 7 and XP.
* All Office Apps, Dental Software, accounting software, Point of Sale, Database Solutions. Etc…
* Network Devices; Firewall Switches, managed Switches, VoIP phones, Printers and Camera’s.
* Installed Servers, Tablets, iMac, iPad, iPhone, Laptops, Android phones.
* Built Fileserver, Micron Board, two processors, liquid cooled system, 32gig ram, 4 network ports.
* Passion to learn new software and implementation of new hardware as technology is constantly changing.

**Accomplishments:**

* Setup dual networks one internal use, Static IP’s on two others for file access through VPN.
* Point of Sale Systems. Server Forests, Multicast School Environment (Lab).
* Constant training in Computer hardware and software.
* Established daily sales goal District Wide While at Best Buy

**Education:**

Diablo Valley College, Pleasant Hill, California.

Associates Degree, Business Operations Certificate.

MCSE, MCP.

Relevant Coursework:

Accounting, C++, Java Script, Html for websites, Office

Business Administration

**Relevant Experience: Nettouch Consulting 10/2019**

* Server Administrator
* Create VM’s and used Sysprep for cloning.
* Established DFS pipelines between Servers (State Wide offices), set proper replication protocols.

**Relevant Experience: Vila Construction 3/2017 –6/2019**

* Support Server 2016 and 50 users with Laptops, iPads, iPhones.
* Reinstall two new servers created Forest.
* Site support for construction sites, implementing internet and VPN connections.
* Remotely installed software on desktops and Servers.

**Relevant Experience: Robert Half 4/2016 – 2/2017**

* Imaged Tablets for National Rollout
* Telephone Support for launch of Salesforce program.
* Out of State travel for rollout of Chicago office.

**Relevant Experience: Current Electric 10/2012 – 9/2015**

Office Staff:

* Maintain Server Windows 2003 and all pc’s (Windows 7) and peripheral attachments.
* Install Quick books setup backups and deploy to workstations.
* Trouble shoot client issues.
* Recovered Server from sever crash, able to recover data with advance options.

**Relevant Experience: Best Buy- 2/2002 – 8/2012**

* Supported Small Business Community with Server install and repair to include all desktop work.
* Lead Technician for Dental Practice Software, installation and troubleshooting.
* Advanced Data Recovery
* Advanced Virus removal.
* Point of Sale Systems.

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**Activities:**

Babe Ruth

* League President