**Gabriel Vega Resume**

3500 Thorndale Rd, Pasadena CA 91107

(310) 947-2192

Gabec.vega29@gmail.com

*IT professional with over 4+ years of experience in networking and helpdesk.*

**TECHNICAL SKILLS**

## NETWORKING/SECURITY: Testout Security Pro, Testout PC Pro

* **NETWORKING:** Wireshark, Router and Switch Programming, LAMP
* **OPERATING SYSTEMS:** Windows XP, Vista, 7, 8, and 10, Windows Server 2012; Mac, Android, iOS, Linux including Ubuntu, Mint, and Kali.
* **Programming Languages: C++, Python, SQL, Javascript, HTML, CSS**

**PROFESSIONAL EXPERIENCE**

**General Networks Corporation**  **Glendale, CA**

*Sharepoint Consultant June 2019– August 2019*

* Facilitated migrations of Sharepoint intranet to online cloud based environments via Sharegate
* Problem solving Errors produced by Sharegate software to ensure a smooth migration
* Producing documentation and configurating Sharepoint to operate to a desired configuration

**Amada Miyachi**  **Monrovia, CA**

*Helpdesk Technician July 2017 – June 2019*

* Sysadmin/support for 450+ workstations.
* Trouble shooting network connectivity issues (mobile devices, laptop and desktop computers)
* Assist with mobile and computer device setup for compatibility with Amada Miyachi domain
* Assist with utilizing Windows OS programs to complete professional goals and responsibilities
* Network support and administration (setting up switches, APs, cable technician)
* Inventory control and Management
* Installation and administration of various computer programs, hardware/software upgrades and repairs
* Ensuring security of the Amada Miyachi network infrastructure
* Working Knowledge of Active Directory, GPO and domain environments
* Working knowledge of how to backup computer systems, hard drives, programs
* Desktop and laptop support and administration
* Troubleshooting cloud support related issues to access email and file transfer support
* Creating written documentation to support users ability to use programs
* Working knowledge of TCP/IP Protocols
* Using OS Ticket system to track requests and compliance
* Proficient in Windows 7/10, MS Office Suite, Office365
* Linux scripting experience

**JPL (Via Columbus Technical Services)** **Altadena, CA**

*Technical Support Analyst May 2017 – July 2017*

* Perform remote general IT support (via call center) for the staff, students and contractors of JPL
* Train others in how to use JPL technology (LMS, CMS, software, VPN, replacement tech, etc)
* Trouble shooting network connectivity issues (mobile devices, laptop and desktop computers)
* Assist people with mobile and computer device setup for compatibility JPL domain technology
* Assist people with utilizing JPL IT infrastructure to complete professional goals and responsibilities
* Ensuring appropriate security standards are maintained and followed
* Working knowledge of TCP/IP Protocols

**Dutel Communications Los Angeles, CA**

*IT Technician February 2016 – March 2017*

* Delivering wired and wireless internet to Hollywood shows such as the Oscars, Kids Choice Awards, etc.
* Trouble shooting network connectivity issues (mobile devices, laptop and desktop computers)
* Ensuring appropriate security standards are maintained and followed
* Router and Switch administration
* Cable Technician
* VOIP and telephone support
* Working knowledge of TCP/IP Protocols
* VLAN and Wireless network design and administration

**UCLA Broad Center for the Arts Los Angeles, CA**

*Temp Position: Computer Analyst August 2015 – February 2016*

* Support analyst for over a 1000+ students
* Provide audio-visual support to UCLA staff, trainers, and clients
* IT support and general computer repair
* Training others in technology
* Network support and administration
* Working Knowledge of Active Directory, GPO and domain environments
* Desktop support
* Inventory control and Management
* Installation and administration of various computer programs, hardware upgrades, and repairs

**USC Center on Child Welfare Los Angeles, CA**

*Temp Position: Computer Analyst March 2015 – July 2015*

* Support analyst for over 500 computer stations
* PC/IT support position: Provide audio-visual support to USC staff, trainers, and clients
* Web Development, computer programming
* IT support and general computer repair
* Training others in technology
* Working Knowledge of Active Directory, GPO and domain environments
* Desktop support
* Inventory control and Management
* Installation and administration of various computer programs, hardware upgrades, and repairs

**UCLA Luskin School of Public Affairs Los Angeles, CA**

*Internship Position June 2014 – March 2015*

* Internship position: Provide audio-visual support to staff, trainers, and trainees. Web development, computer programming and data analyst. Working with HTML, CSS, MYSQL, PHP, and Python
* Reason for leaving: I received a full time temp position with USC.
* Responsible for building a form management system to support staff
* IT support and general computer repair
* Participation in technology training

**Elite Ambulance Los Angeles, CA**

*EMT-Basic September 2012 – November 2013*

* Oversee medical transfers and discharges of patients from private residences, hospitals, convalescent facilities, medical offices, dialysis centers, and psychiatric facilities

**Alpha Ambulance Los Angeles, CA**

*EMT-Basic October 2010 – May 2012*

* Oversee medical transfers and discharges of patients from private residences, hospitals, convalescent facilities, medical offices, dialysis centers, and psychiatric facilities

**Elite Ambulance Los Angeles, CA**

*EMT-Basic November 2008 – October 2010*

* Oversee medical transfers and discharges of patients from private residences, hospitals, convalescent facilities, medical offices, dialysis centers, and psychiatric facilities

**Gerber Ambulance Torrance, CA**

*EMT-Basic April 2008 – November 2008*

* 9-11 First responder to the cities of Torrance and Santa Monica

**EDUCATION**

**West Los Angeles Community College Culver City, CA**

*Associate Degree in Information Technology Security (Ongoing) December 2019*

**Rutgers University New Brunswick, NJ**

*Bachelor Degree in Sociology, December 2005*