# Objective

## To obtain a position as the Technical Support Engineer where my skills and experience can be utilized and approved for the benefit of the company.

# Professional EXPERIENCE

**Kaiser Permanente, Los Angeles 10/2018-Present**

**Information Systems Support Analyst**

* Provide maintenance, technical support and troubleshooting of desktop/laptop computers, printers, telephones, iPhone and other devices.
* Participate in the effective operation of IT Help Desk by taking requests, tracking work tickets(Services-Now), maintaining equipment inventory
* Troubleshoot Network Issues, including but not limited to Network and Local Printers, and Printer Servers.
* Working with Remote Utilities such Bomgar,VNC, TeamVeiwer, VPN Remote desktop, Joinme.
* Diagnose and analyze application errors and network connectivity problems, solve product or system-related problems in regard to installation, configuration, operation, service and/or troubleshooting.
* Work from a ticket queue to complete work orders in a timely manner to meet department and customer service objectives.

**Lucky Lady Casino, Gardena 05/2016-10/2018**

**PC/Network Admin**

* Setup New Pcs, Installed all necessary software and make is up to day and all security patches installed.
* Troubleshoot New and Old PCs plus MACs.
* Troubleshoot Network Issues, including but not limited to Network and Local Printers, and Printer Servers.
* Bring Network, TV, and Video cabling to Patched panel and connect from Patch Panel to Switches, Terminated and crimp cables.
* Setup TVs with Direct TV and Cable Receivers through HDMI/VGA converters extenders or splitters.
* Create new users in Windows Domain and Windows Exchange, plus create emails for user, reset password and troubleshooting login issues.
* Setup and troubleshoot scanners (such as card and passport readers, plus gun bar scanners) and Data Printers.
* Installed and Setup Video cameras and software for them.
* Working with Remote Utilities such VNC, TeamVeiwer, VPN Remote desktop, Joinme.
* Setup IP phones and extensions for users.
* Put pictures and Video to LG displays and set them up for Network control.
* Training users and others techs to how to use and maintains equipment.

**NETAFIX, Encino 12/2012-03/2016**

**Network** **Administrator**

* Define and maintain network standards and procedures.
* Set up and maintained monitoring system, increase efficiency and speed.
* Remotely deploy and monitor various applications and services.
* Manage local area network, and communication connections to remote locations.
* Troubleshoot server and user station hardware and repair when needed.
* Set up complete PC system on desktop, laptops, printers, scanners and related equipment.
* Provide phone technical support for customer inquiries.
* Enforce security procedures, assign login permissions. Install anti-virus software.

## SITA, El Segundo 01/2012 – 10/2012

## Site Administrator

* Diagnose and analyze application errors and network connectivity problems, solve product or system-related problems in regards to installation, configuration, operation, service and/or troubleshooting.
* Assemble workstations.
* Manage local area network, and communication connections to remote locations.
* Enforce company policy on email and internet usage, install antivirus platforms.
* Troubleshoot user station hardware and repair when needed.
* Set up complete PC system on desktop, laptops, servers and related equipment.

## Stars Behavioral Health Group, Compton 02/2008 – 01/2012 Network Administrator

* Diagnose and analyze application errors and network connectivity problems, solve product or system-related problems in regards to installation, configuration, operation, service and/or troubleshooting.
* Prepare and set up complete PC system (2000/2003/XP/Vista/7) on desktop, laptops, and related equipment for new and existing customers.
* Provide support for customer inquiries via telephone calls, emails, faxes, and letters.
* Enforce company policy on email and internet usage.
* Responsible for backup operations for all computers and (change, rotate and log).
* Assemble workstations.
* Manage local area network, and communication connections to remote locations.
* Identify, research, and resolve LAN technical problems.
* Participate in field installations, engineering and customer support / training.

# EDUCATION

## Oxford Institute of Technology, Tarzana, CA Microsoft Certification

## Computer Educational Institute. Los Angeles, CA Networking Program Completed

## School of General Education, Odessa, Ukraine High School Diploma

# CERTIFICATIONS

* CompTIA A+, MCDST(Microsoft Certified Desktop Support Technician)

# SKILLS

## Access, computer hardware and software Installation, customer and expectation management, Excel, help desk, incident tracking software, Mac OS X, Microsoft Office Suite, network administration, network security, phone skills, software development and life cycle methodologies, and problem troubleshooting, Windows NT/2000/XP/Vista/7,8,10, Tablet PC Windows Server 2008,2012,2016