Jose Lopez

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# Objective

### Experienced IT professional seeking a career opportunity as an IT Technician where I can fully utilize my skills while making a significant contribution to the success of the company.

# Education

## Long Beach City College | Long Beach, Ca |February 2015-dECEMBER 2016

* Intro to IT Concepts & Apps
* Networking fundamentals
* Microsoft Windows Client
* Cisco Intro to Networking
* Cisco Communications Cabling Installation

## East Los Angeles Community College | Monterey Park, Ca | September 2012-June 2013

* CompTIA A+
* **Certifications**
* MTA: Widows Operating Systems Fundamentals ID: 14007479

# Proficiencies

* Meraki MX/MS/MR
* VMWare
* Cisco Collaboration – CUCM, CUPS, Unity, TMS, WebEx, WebEx Teams
* Microsoft Active Directory, Exchange
* Microsoft Office 365, Azure
* Microsoft Windows Server 2008+
* Microsoft Windows 7+
* Microsoft PowerShell
* Network Protocols – DNS, DHCP, RDP
* MDM Solutions – MobileIron, Intune
* Storage Solutions – Egnyte, Microsoft OneDrive, Dropbox
* Documentation Platforms – Notion, IT Glue, Wiki
* Misc. Software – Happy fox and BMC TrackIT
* Mac OS and Linux

# Experience

## IT Support Specialist | MMC Corp | august 2017- March 2020

* Active Directory administration including setting up new OUs, creating new sites and creating/modifying group policy objects
* Responsible for creation, configuration and maintenance of all Microsoft file and print servers
* Responsible for onboarding including account creation, computer imaging, access controls and collaboration account/hardware configuration
* Office 365 administration including synchronizing users, assigning licenses, managing Exchange Online data, creating security and compliance policies and configuring access control policies for cloud resources
* Responsible for the creation, configuration and maintenance of on-premise storage solutions with Egnyte
* Managed inventory of all user equipment including desktops, laptops, mobile devices and desk phones for 2000 users
* Ordered, configured and maintained all user mobile devices with the help of Mobile Iron MDM Solution
* Prepared and conducted companywide training for all user platforms
* Assigned incoming tickets on the helpdesk team to manage team member workloads and provide assistance in the event of escalation.

## IT Tech III | 49er shops inc. | Feburary 2014 – June 2017

* Assisted and trained customers with new applications and technologies
* Scheduled employees
* Created tickets for work orders
* Maintained and completed installations on over 500 networked client devices
* In charge of creating and deleting Active Directory users



* Maintenance of print server



* Responsible for the installation and maintenance of networked registers
* Running network cables