###### Richard M. Okada

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**Objective** Obtain a position as System Specialist in which I can utilize my Technical Skills and hands on experience

**Qualifications**

**Networks** Ability to install, configure and troubleshoot from NT to the Most Current Version 2012, 2016 Server, **Windows 10** Workstation, and Ethernet Network. Ability to install and configure LAN Cards establishes protocols and connectivity to hubs and routers. TCP/IP, IPX/SPX, **Windows** **10** Protocols. Assisted in the switch room to configure Mac Addresses for over 2400 users, from every drop to its finale port to implementing commands to open the pipe from 100 megabytes to gigabit. Ability to configure Interface S0, S1, E0, E1RIP, IGRP, EGRP, Access List, Standard, Extended, IPX-SPX(Novell), **A**pple**T**alk, TCP IP, Proxy, Firewall knowledge Checkpoint, Cisco Pix, **S**onic **W**all, DNS, DHCP

**Software/OS** Ability to install, configure and provide technical support on MS-DOS 6.22 to Current Windows Generation up to Windows 10, Vista SP1. Ability to install configures and troubleshoots end user applications. Specializing in server/client Current **Window**s **Server** 2012, 2016. **D**omain to **D**omain (PDC to BDC) trust relationships, permissions, NTFS, third party NTFS, Event Security, Fault Tolerance, Clustering, Network monitoring. For Desktop and Help Desk have supported Asset Management, Service Now, **Office 365 Suite**, SMS, **Lotus Notes**, Ghost, Altiris, Rumba, Zen Works Suite, GroupWise MS Outlook, **U**nix, **Linux**, **Red Hat, VMware, Cisco VPN, MDM Mobile Iron, Air Watch VMWare, Asset Management ITAM, System Configuration Management, Nagios, Solar Winds.**

**Internet** Ability to design and support Websites Pages **D**reamweaver and HTML. Ability to install, configure and troubleshoot MS Internet Explorer 11, Edge and Firefox 51, Safari 11, Google Chrome

**Hardware** Ability to perform PC and Network configurations, installations, upgrades and troubleshooting down to the component level. Ability to build a PC from scratch. Ability to install, configure and trouble shoot Video cards, SCSI cards, CD-ROM, Modems, Motherboards, Hard Drives, External Drives, USB, FireWire in addition other components and peripherals, such as Blackberry and many PDA support

**Experience:**

**Unified Medical IT Solutions (Contract)- Los Angeles**

**08/2012- Present**

System Administration / Desktop Manager/ Mobility Administrator /

Wi-Fi / Executive Support

Supporting CEO, President, CIO, CFO, Directors, Manager,

Supervisors, and Executive Assistants PC or Laptops and cell phones

* Supporting over 2400 users, 280 servers MS Server 2012 /2016 Linux Ubuntu, Splunk, 4 2016 Multirole servers, Citrix, Radius
* Cisco 3600, Cisco 2960, Juniper VPN, Sonic Wall
* Break Fix Migrating W7 to W10
* Supporting BES, Active Directory, Created Share Directories, NTFS Permisions Exchange, Cisco UC500 (voice) IVR, Solar Winds, PRTG
* Storage Dell EMC VMAX, V-Block 540’s
* Capacity Planning, Infrastructure
* Managing IT Support around HIPA requirements along w required documents to be compliant
* 12\2012 migrated 2003\ 2008 to 2016 AD
* 11\2017 migrated AD 2016
* DHCP, DNS, TCP IP, Active Directory, MS Distributed Files Services, IIS Administration, PowerShell scripting
* Office 365 Administration, Exchange 2010
* Windows 10, IOS X, MS Server 2012, 2016 HA Clustering
* Altiris Administration, Asset Management database
* MDM Mobile Iron 10.3 on Premises, labels, apps
* Currently Testing VMWare Air Watch Workspace One 9.6
* VMWare Air Watch Administration, Mobility Android, IOS, BB, WDM
* Testing Citrix Zen Ware EMM, MS Active Synch, Lookout Security
* Apple DEP or VPP, Apple Configurator
* Apple Mac Desktop (Desktop Publishing) Laptop (Executives), VM Fusion, Parallels
* Asset Management
* VMWare VSphere 5.5 upgraded to 6.5
* Wireless Meraki and Cisco 321 N AP
* Imaging using Ghost, Altiris, SCCM WDS, Asset management, Service Now, Norton AV server, AV Desktop, Crowd Srike
* Supported AutoCAD (2016, 2017) Server, database, desktops
* 4+ years’ experience managing mobile messaging technologies in a large multisite corporate environment
* 4 years’ experience with Mobile Device Management software platforms (Beta Tested **Mobile Iron** , **Air Watch and MS Intune**)

**Cisco Systems (FTE), Irvine**

* **01-2011 -8/2012 Mobility Device Administrator / System Administration -**Duties included not limited to Blackberry Administration 5.3 BES \BIS, Active Directory, DNS, DHCP, TCP IP, Creation of share Directories, NTFS Permissions, Exchange 2010. Maintenance of application accounts, Mobile Iron, Air Watch, Mobile Mail, BES accounts. Android IOS\ Apple IOS Blackberry IOS including all apps for those devices, supported Maintenance and support of all Wi-Fi and AP’s in the Irvine Campus, also Administered Cisco Voice gateway, messaging for local clients. All office products and including Project \ Visio \ SharePoint. Maintain vendor’s relations, Audit Mobility statements and construct reports to Finance, ensure Mobile community is accurately using correct plan for their usage. Ensure frugality of company’s sources. Operating System Experience with Windows 7 and Apple IOS X Desktop Support throughout Cisco Irvine (5 building campus) campus of 800 users, laptops and desktops (Lenovo\ Dell), imaging with Ghost\ Acronis, remote sessions using Dame ware, scripting, remote desktop, data recovery, adding users to A\D, SCCM Admin, GPO, script creation, senior troubleshooting skills. Add users to the BES \ Active Directory (account unlock, pw reset, creation, account user access, OU creation, VMware 5.0 to 5.5
* Experienced in day to day operations of Exchange Server 2007 and 2010   
   2 years’ experience with Blackberry Enterprise Server and handhelds
* In depth knowledge of Apple IOS, I-Phones, Android and Windows mobile
* Knowledge of 2 factor authentication and configuration as it applies to mobile devices
* Break Fix issues
* Migrated W 7 to W10
* 4 years’ experience with ActiveSync, ActiveSync configuration and functionality
* Excellent Mobile Device and Mobile Device Management troubleshooting skills, experience with **Mobile Iron** and **Air Watch** was evaluated.
* Knowledge of Mobile Carriers and their networks
* Exceptional problem solving skills, technical and analytical skills a must
* Able to multi-tasking, managing through tasks and understanding priorities.
* Ability to create technical documentation of design, build processes such that operational teams can utilize effectively
* Able to work well with cross functional teams and be able to work effectively with all levels within an organization
* Experience in scripting technologies.

ATT Services Inc., Buena Park, CA FTE

**07/2000-9/2010**

-**Technical Team lead** **Support for Interactive Voice Response (IVR) , Computer Telephony Integration (CTI)**, Genesis Telephony Infrastructure Enterprise wide for all “inbound calls” Supporting critical applications on Win2003 and Unix Sun Servers that receive “all inbound traffic” for the Company, deploying new applications, configuring and in addition troubleshooting issues, application and routing. Troubleshooting skills including T-Servers, Stat Servers, Routers, creation of Health Check Scripts. Script creation to troubleshoot specific conn-ids, automatic Number Identifier, VQ for outages, ability to configure implement changes in CME and SCI (Telephony). End to end testing. Additional responsibilities Project Management for CTI, VPMO’s capacity planning, Inbound and Outbound IVR, Routing and Call Strategy, Test case scenarios, as well as Metrics for executives directors reports.

**- Technical Team Lead Desktop Support**- rover for Orange Co., and supported the Tustin Buildings (2100 users) in a 25,000 plus environment. Assigned as TL for Lease Rolls after 2 years heading lease rolls for Orange Co. Lease Rolls were throughout California. Rolled out 2000, **XP**. Responsible for a team of 14 Desktop Technicians recommended reviews, hiring, and disciplinary action to Sr. Technical Director. Interface and engaged other groups, Directors and TL’s on projects across the ATT Desktop Enterprise. Maintained 99 % SLA, monitored and assisted in High priority tickets as well as critical escalations for **\***ATT Executives Support, and when necessary took corrective actions for less than positive surveys. Maintained better than average relationships between heavily charged groups and groups who needed special attention. Many of the duties included support of creating and maintaining **P**rint **Q**ueues, **Active** **Directory**, **SCCM** and providing\ maintaining **E**xchange and domino privileges. Our duties also were to maintain integrity of the populations raw data which included transfer and recovery of vital information. We also supported approved advanced PDA’s such as Blackberry’s and, IPhone for Sales and Executives. Supported of ATT home grown software including VPN, And Cisco VPN.

***Installing and Configuring Active Directory***

* + - * Install forests, trees, and domains
      * Create sites, subnets, site links, and connection objects
      * Active Directory, DNS, DHCP, MSDFS
      * Configure Server objects Considerations include site membership and global catalog designation
      * Verify and troubleshoot Active Directory installation
      * Implement an organizational unit (OU) structure
      * Microsoft DFS Distributed File System
      * Equipment Support of Network Printers, and Print Servers

***Configuring, Managing, Change and Configuration Management***

* + - * Implement and troubleshoot Group Policy
      * Create and modify a Group Policy object (GPO)
      * Delegate administrative control of Group Policy
      * Manage and troubleshoot user environments by using Group Policy
      * Install, configure, manage, and troubleshoot software by using Group Policy
      * Manage network configuration by using Group Policy

***Managing, Monitoring, and Optimizing the Components of Active Directory***

* + - * Manage Active Directory objects
      * Move Active Directory objects
      * Locate objects in Active Directory
      * Create and manage objects manually or by using scripting
      * Control access to Active Directory objects
      * Delegate administrative control of objects in Active Directory
      * Monitor, optimize, and troubleshoot Active Directory performance and replication
* **System Administration** Supporting Files systems \ Shares \ Print servers across the Enterprise. Patching and System updates to OS’s throughout the Enterprise.
* **Strategic Capacity Planning for Enterprise application Servers and File Servers, HA Clustering**
* **VMWare 5.0**

- P**roject Manager** for **IDC** (**I**nternet **D**ata **C**enter) Hawthorne, Ca - Responsible for 75,000 square feet of raised flooring Phase One of Three, 10 PDU’s, metered power utilization supporting enclosed locking cabinets, key and or biometric access, 80 % occupied, SAS70 certified, various types of security enabled to enhance control of access, guide and supervise 5 Data Technicians, interface with other project teams , sales, clients and contractors involving Cage Design, deployment and implementation.

**Non-technical Skills**

Strong technical, analytical, organizational, & collaborative skills.

Mindset of reducing risk of human error by driving

automation, enforcing configuration standards and contributing to the

network design and process/procedure documentation set.

Strong verbal and written communication skills.

**Organizations/Affiliations**

CPR Instructor, American Heart Association

CPR and First Aid Instructor, American Red Cross

Zeta Beta Tau Fraternity - Big Brothers Association 1984-2001

Member San Francisco Paramedic Association

Commendation from the City of San Francisco, Loma Crete Earthquake 911 Provider

**Education**

* Attended Genesis University Daly City, CA

• Cisco Certification for CCNA Class, CSULB

* ICT Infrastructure Management ITIL Course CSULB
* Data Center ITIL Course CSULB 2008
* Attended San Francisco State University