**KEVIN J. VALENTINE**

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**SUMMARY OF INFORMATION TECHNOLOGY QUALIFICATIONS:**

* Technical Support, Help Desk for End Users, Priority Employees and Executives in an Enterprise/Corporate Environment. Setting up Audio/Video Conferencing utilizing Crestron, Polycom and Cisco Telepresence Conference Platforms.
* Information Technology skills, consisting of Hardware, Software, Networking, PC Virtualization, Information Security, Apple and Android Smart Phones and Computer Forensics and Investigations.
* Able to perform common Network Administrative Tasks associated with User Resource Management, Active Directory, Group Policy, Maintenance and Monitoring of Systems and Fault Tolerance Strategies.
* Experienced with Design and Configuration of a TCP/IP Addressing Scheme consisting of IP V4 and IP V6 addresses in a Routed Network.
* Can Identify, Troubleshoot and Resolve Network, Computer and Operating systems, Windows XP, Vista, Windows 7, 8, 10, Server 2008, 2012, 2016 Software Problems.
* Application & Enterprise Software (Microsoft Office, Word, Excel, PowerPoint). Filemaker Pro Database Software, Antivirus (Symantec, MacAfee), Backup Software, (Backup Exec), Salesforce, SAP.
* Ongoing manufacturer sponsored technical training classes taken. (IBM/Lenovo, Cisco, HP, Dell, Apple, Microsoft)
* Able to Identify Major Threats to Computer Systems and Networks, apply effective Countermeasures to prevent such attacks and develop Recovery Plans.
* Efficient at recognizing and evaluating changes in the Security Environment and Security Field.

**Hands on Work Experience and Courses completed in the following areas:**

**Operating Systems:**

* Installing and Troubleshooting Operating Systems:
* Windows XP, 7, and 8, 10, Server 2003, 2008, Mac OS 10, Linux
* Virtual PC and Virtual Box

**Hardware:**

* Building installing/troubleshooting/add hardware, PCs, Laptops, Tablets.
* Installing Servers, Routers, Printers. Cable fabrication, Cisco & Shoretel, VOIP Telephones.

**Application Software:**

* Application & Enterprise Software (Microsoft Office, Word, Excel, PowerPoint, SCCM). Filemaker Pro Database Software, Antivirus (Norton, Symantec, MacAfee, Kaspersky), Backup Software, (Backup Exec), Salesforce, SAP, Peoplesoft, Remedy, ServiceNow, Custom Applications.

**Network:**

* LAN/WAN and WLAN Configuration and Troubleshooting
* TCP/IP, The OSI Model, and The Cisco Three Layer Hierarchical Model.
* Implementing and Maintaining Windows Servers, Switches and Routers, Configure Active Directory Services, GPO, DHCP, DNS, RDP, Exchange
* Configure User and Group Accounts, File Sharing, and Permissions
* VPN Networks, with Token Access

**Infrastructure**:

* Configuration of Cisco Routers, Switches, Firewalls & VPN Devices. Network Cabling.

**Security:**

* Implementing Antivirus Programs and Firewalls
* Scheduling Tasks: Patch Updates, Virus Scans, Backups
* Vulnerability, Penetration Testing, Configure VPN

**EMPLOYMENT HISTORY:**

Valentine Technical Services, San Francisco Bay Area Sept. 1994 - Present

**Independent Contractor, Technical Support Specialist/Network Technician**

Currently performing as an Independent PC/Network Service Contractor. Providing white-glove executive support for major corporations and organizations on all Desktop, Laptop, and peripherals and Mobile phones with a sense of urgency. In addition to Technology Refresh Projects.

Troubleshooting of MS Office products, 2010, 2013, Windows 7/10. Active Directory, and PC/LAN system. Support of Windows applications. Handle customer inquiries with Market Data/Bloomberg, and Active Directory. Interpersonal, oral and written skills to establish strong relationships to communicate effectively and deal with all types of customers. Providing presence and ability to solve problems quickly. Troubleshooting Apple Computers and Apple Networks. Installing and configuring peripherals, (Printers, Switches, Routers, VPN & Firewall Devices) and Network Cabling, (Ethernet Cat 5e, CAT 6, Fiber). Companies that I have completed projects with recently are: Fortress Investment Group, (12/16-6/17), The City of Oakland, (8/17-2/18), Macpherson Art, (4/18-11/18) San Francisco University High School, (8/18) Arthur Dugoni School of Dentistry, University of the Pacific, (9/18-10/18) County of Alameda, Superior Court, (12/18-1/19) The Capital Group (5/19-11/19).

Covia/Episcopal Senior Communities May 2016– Oct. 2016

**Desktop Support Analyst**

Provided direct technology support (25 – 30 Service Calls a Week, 80% Mac, 10% PC, 10% Printers, and Wireless Connectivity) for resident workstations, laptops, and mobile devices. Provided software and hardware support and technology recommendations for the resident business center computers. Provided wireless connectivity support. Maintain comprehensive documentation practices. Escalated issues to the appropriate tier two support entities within or outside the organizations as necessary. Assisted in the implementation and training of Senior Resources Explorer Communication Software.

Smartsource, Inc., San Francisco Bay Area August 2014- May 2016

**Technical Support Specialist**

PC Refresh Projects, upgrading Servers, installing switches, routers and wireless networks and WAN Accelerators for Major Clients, (Hilton Hotel, JC Penny, JP Morgan Chase, The Salvation Army,) Technical Project Management, Lead of numerous Refresh and Inventory Projects, including Nvidia and Hilton Hotels.

The Fremont Group, San Francisco, California March 2015 –October 2015

**Technical Support Specialist**

Accomplished Dell PC Refresh/Rollover Project for over 100 Users. Help Desk Technical Support. Imaged new PCs and Laptops with Windows 7 & 8. Installed and troubleshooted Onsite and Remotely, PCs, Laptops Printers and other peripherals. Setup iPhones and iPads for email connectivity.

Metabyte Inc., Fremont, California Oct. 2010– June 2014

**Business Development/ Network/Cisco VOIP Telephone Support**

Appointment scheduling and lead generation for VP of Business Development and President/ CEO

General Office Technical Support on Desktop Computers and the Cisco VOIP Telephone System.

**EDUCATION:**

Heald College, San Francisco, California

**Associate of Applied Science Degree in Information Technology with an emphasis in Network Security**

**Administration**, **Associate of Applied Science Degree in Electronic Engineering Technology**

Franklin Institute of Technology, Boston, Massachusetts

**One Year Certificate in Computer Electronic Technology**

Northeastern University, Boston, Massachusetts

**Electrical Engineering**

United States Air Force Academy, Colorado Springs, Colorado

**Military Studies**

**RELEVANT COURSEWORK:**

* A+, Managing, Maintaining, Troubleshooting your PC, Guide to Operating System Software and Microsoft Office, (Word, Excel, PowerPoint, & Outlook)
* Microsoft Windows Server 2003, 2008, Managing and Maintaining
* CCNA Guide to Network Foundations
* Network +, Advanced Networking
* Linux +, Fedora Linux Programming
* Wireless Communications and Networking

* Security +, Network Security Fundamentals
* Cisco Guide, Routing Concepts
* Computer Forensics and Investigations
* Network Defense and Countermeasures
* Ethical Hacking, Perl, HTML, Scripting
* Assembly Language Programming of Intel & Motorola Microprocessors
* Electricity and Electronic Components Theory and Microcomputer Design

**MEMBERSHIP ORGANIZATIONS:**

* Phi Theta Kappa Honor Society, Beta Rho Xi Chapter, San Francisco, California
* Pacific IT Pros Users Group, San Francisco, California