**JEFFREY P. TUZARA**

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**OBJECTIVE**

To obtain a position in the IT field where I can utilize my skills, experience and education to contribute to the company’s operations.

**SUMMARY OF QUALIFICATIONS**

Ability to work in a team, as well as independently

3+ years IT support experience (200 users)

Bilingual – English/Tagalog

Strong analytical ability to solve IT issues

Accountable for own responsibility with minimum supervision

Proactive and dedicated

Able to work in a fast paced, stressful work environment

Honorable Discharged Military Veteran

Troubleshooting proficiency

Confidentiality, Integrity and Availability

Professional Demeanor

Team oriented and time flexible

**EDUCATION**

**Westwood College-**Anaheim, CA (10/2014–3/2016)

*Bachelor’s Degree, IT Major: Network Management (3.7GPA Cum laude)*

**Westwood College-**Anaheim, CA (6/2013-10/2014)

*Associate degree, IT Major: Networking*

**Naval Training (US Navy)**-NS Great Lakes, Illinois (1/2002)

**CERTIFICATIONS**

G Suite Administrator #HAHL2BDYZA4U

Google IT Support Professional #4FLV8XX2TC6U

Lexicon Training Services, Leadership Management Certified

Lexicon Training Services, Blueprint Reading Certified

**JOB EXPERIENCE**

**BrandRep Inc-** Irvine, CA (6/2016-Present)

*IT Desktop Support*

* G Suite Administrator managing password security/accounts/storage/

archiving email/deployment and migration

* IT Support for 200+ users and managers (Main office, Jamaica and Egypt call centers) responding to the technical request with proper documentation.
* Managing/Troubleshooting VMware vSphere 70 clients w/ Yello Scrapers (7 days a week), Synology NAS drive, Cisco Port Switches, Dialer Controller, Creative Cloud, CRM enforcer, Office 365 Admin, Skype/Slack/Hangouts, Quickbooks, FreePBX Admin, Bria Stretto/XLite (VOIP), Payclock, Chrome browser extensions and Windows 10/Chrome OS/Mac
* Uses Active Directory (ADUC/ADAC) to manage users accounts
* Setting up workstations for users for onsite/offsite request (desktop, monitors, headset, network cable, projector, TV, etc.)
* Upgraded all company’s PC from Windows 7 to Windows 10
* Configure, install, update, upgrade, troubleshoot, repair and replace computer systems, network terminals, peripheral equipment, and related hardware throughout the company
* Supports Offsite Call Centers using TeamViewer
* Maintaining functional printing service for RICOH/Epson/Brother/ and Kyocera Printers.
* Provide Install, Move, Add and Change office for users.
* Awarded BrandRep Employee of the Year 2018

**Iron Mountain Shred Plant**- Pico Rivera, CA (10/2008 – 5/2013)

*Destruction Technician*

* Processing and Destruction of all secured materials Forklift and Bobcat operations

**Robinsons Helicopter**- Torrance, CA (2/2008 – 4/2008)

*Sheet Metal Mechanic*

* R-44 Helicopter Main Tank and Aux Tank Installer, Sheet metal cutting, Drilling, Riveting, and Alignment

**Dynamic Cooking Systems-** Huntington Beach, CA (5/2006 – 2/2008)

*Quality Specialist*

* Quality Assurance on outdoor products (GE and DCS)
* Supervising 50+ assemblers on refurbishing products

Blueprint reading for engineer update/ changes/ implementation

**US NAVY-***NAS* Jacksonville, FL/Virginia Beach, VA (1/2002 – 1/2006)

*US Navy Enlisted Aviation Engine Mechanic*

* Power plant Engine Mechanic/Maintenance for P-3 Orion, F-14B Tomcat Jet, and F/A-18 E/F Super Hornets
* Corrosion Control Technician and Aircraft Painter
* Troubleshooting aircraft engines (T-56GE Propeller, F110-GE Turbofan, and F101-GE)
* Auxiliary Unit Maintenance and functional checks