

# MARIO ANCHONDO

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I am a service-focused IT consultant bringing unparalleled skills in customer relations, task prioritization and time management. I am motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections.

## EXPERIENCE

Verkada Inc, San Mateo, CA

*Associate Solutions Engineer, September 2021 - January 2022*

- Participated in an intensive technical program that consisted of both theoretical and practical training
- Skills learned in the program were computer networking, electrical engineering, security infrastructure, intro to cloud technologies, and becoming a Verkada certified engineer
- Hands on experience deploying IP cameras, and access control
- Provided technical support for customers in the pre-sales stage, which included network troubleshooting and software support for Verkada products. Deployment best practices, adjusting camera angles, and privacy screens

Aragen Bioscience Inc, Morgan Hill, CA

*Junior System Administrator, May 2020 - September 2021*

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware, both in person and over the phone
- Assist with onboarding users (users supported :130 in a team of 2)
- Improved & maintained daily performance of the entire business IT infrastructure
- Took lead on a project implementing QoS on the network for Microsoft Teams
- Resolve technical problems with Local Area Networks, Wide Area Networks, and other systems
- Planned and deployed network growth needs: new cable/terminate endpoints, deploy switches, wireless access points, camera security systems
- Wrote bat scripts to help deploy software onto computers
- Helped secure the network using Kali Linux

Best Buy, Gilroy, CA.

*Geek Squad Agent, Jan 2017 - Jan 2020*

- Fulfill duties for clients such as computer installation and optimization of their machines, provide updates for clients in a timely manner, manage inventory, discuss diagnostics with clients, communicate recommendations to protect their devices, and data
- Exceeded sales goals
- Decreased the turnaround time for repairs from 4 days to 1 day
- Certified Apple authorized repair technician. Responsible for diagnosing and repairing Apple products

## SKILLS

**Technical skills :** Python, OSI model, computer repair, Cisco Networking Academy, Azure AD , AWS cloud practitioner, SAML & SCIM, routing & switching, IPv4 & IPv6, Microsoft Server 2016, Microsoft Active Directory, computer data backup and recovery, Spiceworks ticketing system, Linux/Kali, Windows, MacOS, Vsphere, and camera deployment best practices

**Interpersonal skills:** Time management, oral and written communication, team collaboration, problem-solving, integrity

## EDUCATION

San Jose State University

San Jose, CA

*Bachelor of Science (B.S.) Computer Networking System Management*

*Minor: Business*

## CERTIFICATIONS

- AWS Certified Cloud Practitioner
- CompTIA Network+
- Aruba Networking Essentials
- TestOut Network Pro