

Senior Network Administrator Senior Network Administrator Senior Network Administrator - EaglePicher Technologies San Francisco, CA Work Experience Senior Network Administrator EaglePicher Technologies - San Francisco, CA June 2018 to Present Primary skills used: Windows 10, Windows Server, Polycom VOIP/OnSip, Office 365, Active Directory, Azure, Hyper-V, Group Policy, Cisco hardware, Network Management/Patching, Imaging and deployment, MDM, Sharepoint, VPN Switch installation and patching LAN and Wireless network support, administration, and installation Windows Server administration, Active Directory, Group Policy VOIP deployment and management Coordinating with global teams, escalation Process Documentation Deskside support in start-up environment Onboarding and Offboarding of new hires Account creation and deletion Hardware imaging and deployment Support Engineer II (Field Engineer) Rocket Science Consulting - San Francisco, CA September 2014 to June 2017 Supporting onsite clients in a wide variety of environments Notable clients: TRX Training, NV Perricone MD, CCS Architecture, Freeslate/Unchained Labs, Tradeshift Primary skills used: Windows 10/7, Mac OS, Office 365, Active Directory, Windows Server, Cisco Meraki, VMWare, Hyper-V, Datto, Autotask, Shoretel, G Suite, AWS Mac and PC hardware and software support Network and Systems Administration Network patching and routing Windows Server administration, Active Directory, Group Policy Cloud storage and backup management Wireless network engineering and deployment Office 365 Administration VOIP deployment and management Hardware imaging and software deployment Mobile Device Management Virtualization including Virtual to Physical Server conversions Adapting quickly to new environments Maintaining and improving internal documentation for each client Desktop Support Technician II San Francisco Department of Technology - San Francisco, CA May 2014 to October 2014 Supporting 20,000+ users through a city-wide migration from Lotus Notes to Office 365 Primary skills used: Windows 8/7/XP, OSX 10.x, Office 365/2013/2010, Exchange Server, Bomgar Remote, Documentation, Active Directory, Sharepoint, IBM Domino Administrator (Lotus Notes Admin) Supporting users over phone, remote administration, on and off-site Worked with the Department of Health, Human Services Agency, and SFPD Documented all processes for training city support

staff on new OWA 365   Assisted in O365 training classes for SFPD Quality Engineer Adobe Systems - San Francisco, CA May 2012 to March 2013 Executing manual and automated test cases, filing bug reports, and communicating with Adobe and Google developers and managers

Primary skills used: Windows 8/7/XP, OSX 10.x, Linux, ChromeOS, Adobe Connect, Flash, Chromebook, OS Imaging Executed test cases, with a meticulous attention to detail, for all areas of the product Worked with Windows and Mac operating systems Analyze results and write detailed reports that accurately isolate issues Coordinated with Google and Adobe developers Project Management Crystal Dynamics/Eidos Interactive - Redwood City, CA March 2011 to May 2012 Redwood City, CA 3/2011-5/2012 ServiceDesk L2 Supporting 160+ users in a variety of development and administrative environments, as well as managing projects and hardware and software roll-outs Primary skills used: Windows 7/XP, OSX, Active Directory, Exchange, Perforce, LANDesk, MS Office, RDP, Project Management, Procurement, Desktop Imaging and Deployment, Inventory/Asset Management, Networking, ServiceDesk Plus Creating and maintaining Active Directory accounts, security groups and email distribution lists Project Management and planning, small and large, working closely with other departments and their directors Managing File and Print server permissions, shares, quotas and print queues Maintaining relationships with vendors, negotiating pricing and saving the company money Lead the global team through implementing and documenting the integration of Mac OS devices with our Microsoft Domain and Active directory Completed studio-wide audit and migration of all company assets into WASP for future-proof asset management Remote assessment and planning of site-wide hardware upgrades and roll-outs Working with a variety of audio, visual, and 3D media technologies in a video game development environment Creating and maintaining VOIP and FTP accounts Education High school or equivalent Skills Active directory, Cisco, Exchange, Firewalls, Networking, Imaging, Mitel, Polycom, Voip, Android, ios, Deployment, Cloud storage, Raid, Html, Video conferencing, Ftp, Perforce, Os 10, Assembly Additional Information ? 15+ years IT experience including desktop support, network and system administration, cloud storage, backup management, project management and department management ? Advanced knowledge of both PC and Mac environments ? Managed

clients in the Bay Area for over 8 years including design, advertising, video games, finance, fitness, government, software development, and architecture ? Played a key role in the design of a successful media server product line, including hardware design and engineering, UI, and software functionality ? Managed and hired teams of technicians ? Experience in process documentation and establishing company-wide standards and procedures ? Highly adaptable, versatile, and independent self-starter Skills ? Windows 10, 8, 7, XP ? Switches, Routers, ? Video Game Developer ? Mac OS 10.x Firewalls support ? Exchange / O365 ? VOIP ? Media encoding and ? Windows Server ? Mitel, ShoreTel, streaming ? Active Directory Polycom, RingCentral, ? Perforce ? Group Policy Onsip ? VOIP ? Cloud Storage/Backup ? Documentation ? Disc Duplication ? Backup Management ? Video Conferencing Systems ? iOS & Android ? Adobe Creative Cloud ? All major Audio ? Microsoft Office 365 & ? Quickbooks Production all previous versions ? Remote Desktop, VNC, Environments ? System imaging and Bomgar ? Large scale A/V software deployment ? Windows Networking ? Project Management ? Mobile Device ? Cisco Hardware ? Managing Teams Management ? Basic HTML & Web ? Procurement ? G Suite / Google Apps Design ? Hiring ? AWS ? Dropbox ? Inventory ? Autotask, Zendesk, ? FTP Management ServiceDesk Plus ? RAID ? Music Production and ? Cisco, Meraki ? Remote Monitoring Sound ? Network ? Computer & Laptop Engineering/Design(15 Administration Assembly, + years) Modification, & Repair

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