Systems Administrator Systems Administrator Fremont, CA Authorized to work in the US for any employer Work Experience Systems Administrator MicroMenders - San Francisco, CA September 2018 to Present   Support implementation of process improvement projects, hardware/software infrastructure upgrades, and cost-cutting solutions   Manage and test disaster recovery and backup solutions for multiple clients   Responsible for developing high-level reports targeting quarterly costs and project timelines for management team IT Administrator Spaghetti Networks - Campbell, CA January 2017 to September 2018   Managing and monitoring all installed systems and infrastructure for all clients.   Installing, configuring, testing and maintaining operating systems as well as application hardware & software for a variety of environments ranging from food processing manufacturing to medical equipment.   Provides the business knowledge and technical skills to implement technical strategies, evaluate products and provide a superior level of technical support to every client. IT Administrator ARC Document Solutions July 2015 to January 2017   Manage and maintain all servers and networking equipment in our 7 South Bay locations to ensure a high availability uptime of 99.5%   Setup, manage, and deploy new or modified region-wide systems or application such as servers, routers/switches, workstations, VoIP, desk phones, mobile phones, software, anti-virus, and VMs   Manage, track, and assign tickets in helpdesk (Spiceworks) ticketing system   Manage mobile devices (cellphones/laptops) using Meraki MDM and LogMeIn   Provide all levels of IT support (Tier 1/2/3/4) in person and remotely at all Region 1 locations (Northern California and Pacific Northwest) in corporate, office, and production environments IT Support JIB Management February 2014 to July 2015   Setup, deploy, and manage hardware such as workstations/laptops, desk phones, and mobile phones   Provide 1st and 2nd level Helpdesk support such as troubleshooting/repairing all hardware/software issues   Respond to approximately 200 calls and 300 emails daily   Manage and document work in helpdesk ticketing system adhering to SLAs Owner Pho Minh Vietnamese September 2008 to February 2012   Managed payroll, budget, and inventory.   Adhere to all Cal-OSHA, FSIS, and other regulating bodies FireDog Computer Technician Manager Circuit City June 2006 to August 2008 Coordinate a team of 4 In-Store & 4 On-Site technicians to resolve issues in timely manner.   Monitor reoccurring issues

and provide advanced support to resolve within Circuit City's SLA   Assist all managers with other various administrative duties Education Computer Science Ohlone College 2012 to 2014 Computer Engineering San Jose State University 2004 to 2008 Skills System Administrator, Active Directory Certifications/Licenses A+ Certified

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