

Technical Support Specialist Technical Support Specialist Technical Support Specialist Los Angeles, CA Work Experience Technical Support Specialist Dine Brands Global - Glendale, CA September 2018 to August 2019 91203 Duties and Responsibilities Customer focused, attention to detail and proactive approach to serving the user community Resourcefulness; ability to research problems and resolutions Perform root cause analysis as a routine part of supporting the computer environment. Logs all customer interactions into the current Incident Reporting System and updates incident for existing issues Supports Microsoft Office365, Windows 7, Windows 10 and Corporate Standard Desktop, Dell laptops/desktops. Take ownership of incidents and troubleshoot through to resolution Reasonable judgment in time management so as to minimize user work interruptions with regards to troubleshooting and resolving problems Software installation Maintain equipment for end-users keeping them up to date and in optimal condition. Perform technical refresh (replacing desktops and laptops in accordance with the quarterly refresh program) Onboarding and off boarding users (backing up/restoring data, reimaging and setting up computers) Basic network understanding with the ability to troubleshoot user connectivity issues Responsible for asset management and inventory of KC office computer equipment. Utilize remote control technology to serve our customers quickly and efficiently. Keep management informed on escalated issues. Collaborate and assist internal IT departments with project related initiatives

Technical Support Specialist MODIS, 2600W Olive Ave - Burbank, CA April 2018 to September 2018 91505, Client Assignment-Dine Brands Global IT Specialist/System Administrator UNI - Glendale, CA November 2011 to January 2018 91203 Duties and Responsibilities: Performed hands-on administration, monitoring, and troubleshooting of Local Area network (LAN), resulting in optimum performance and minimum downtime. Administer Microsoft Windows Servers (Active Directory), Microsoft Workstations, and network security devices for 230 users. Supported 230 total users in 6 locations nationwide, as well as corporate office users. Responsible for hardware and software applications for workstations, servers, and network data communications. Collaborated with executive management and department leaders to assess network capacity needs. Performed all levels of hardware and software systems support for 230 computers. Responsible

for e-mail system and Internet Information Server, meeting employee and customer needs 24/7 printers    Managed all new install projects for servers, switches, and other network resources. Installed and configured secured environments, VPN Internet connectivity of virtualized server environment and clients.    Installation, configuration and maintenance of [Windows servers, Cisco infrastructure] system network components.    Monitored the LAN/WAN network environment including routers, switches, firewalls, Internet access and software applications.    Maintained MS Exchange Server - Performed troubleshooting and provided resolutions for server problems. Implemented proper recovery procedures for disasters and administered user-accounts' mailbox. Maintained the timely back-up of important data and management resources.    Assist in identifying and implementing Directory management and audit/change management solutions for Directory Services.    Participate in the development and deployment of Active Directory implementations to support mission applications.    Perform AD Disaster Recovery design and implementation including live DR tests that ensure the design and implementation meet the business objectives.    Develop and maintain web applications, back-ended by SQL and AD, used by both operations teams and end-users.    Manage all network hardware and equipment, including routers, switches, hubs, and UPSs.    Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.    Responsible for analyzing requirements for designing, integrating and supporting VPNs that provide secure connectivity to the company's Partners and Customers.    Responsible for analyzing new application data flows and designing firewall policies that support application requirements, adhere to security practices, and meet project timelines.    Responsible for analyzing firewall change requests and integrating changes into existing firewall policies, while maintaining security standards.    Develop and maintain security documentation and standards documents, as required.    Responsible for the support and maintenance of the 10+server Wintel environment, including Microsoft software, Linux, and VMware.

Server monitoring & performance - monitoring of disk space, system and application errors, memory and swap space utilization, disk performance, CPU, and processes.    Implement, maintain, audit and monitor the VOIP telecommunications network environment.    Facilitate and manage

telecommunications network related issues and concerns. Responsible tier one problem support, incident response and business continuity Database Administrator Musicians Institute - Los Angeles, CA September 2010 to November 2011 90028 Duties and Responsibilities: Modify existing databases and database management systems or direct programmers and analysts to make changes Review project requests describing database user needs to estimate time and cost required to accomplish project. Work as part of a project team to coordinate database development and determine project scope and limitations Select and enter codes to monitor database performance and to create production database. Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records. Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata); Working closely with IT project managers, database programmers and web developers; communicating regularly with technical, applications and operational staff to ensure database integrity and security; Responsible for all phases of Business Objects report development and administration including Universe development and maintenance; report development; end-user and application team training and product support. Administers, maintains, develops and implements policies and procedures for ensuring the security and integrity of the Business Objects Environment Developing, coding, installing, testing, debugging and documenting SharePoint applications using appropriate editors Developing and communicating SharePoint site usage, security policies, governance documents and standards to all users COLD Team Member/COLD Operator Optimis Systems - Moorpark, CA June 2002 to January 2009 93021 Duties and Responsibilities: Support the design and implementation of new customer solution setup, including Design and Configuration of Alchemy databases Design and author custom definition and conversion scripts to support new or modified customer data conversion Maintain databases and conversion scripts for existing customers Perform quality assurance on all assigned customer conversions to ensure 100% accuracy Manage own workflow within team workflow to ensure timely delivery of converted data to customers Ensure compliance with all project procedures and processes. Provide advice to the management team regarding where

efficiencies can be gained through custom IT definitions and scripts      Provide advice to the management team to support new customer migration planning      Other tasks as required

Programmer/Consultant Information Professionals, Inc June 1998 to November 2001 1474 Maria Clara St. Sampaloc, Philippines      Duties and Responsibilities:      Gather all information on user requirements from the areas to be automated to be used for system design and analysis.      Design application systems on LANs and stand alone microcomputers based on requirements and specifications of system users.      Code and compile application programs and update existing applications on LANs and microcomputer following programming standards.      Develop specifications of file back-up and recovery procedures for the application.      Prepare system test data for program testing.      Test code programs for errors using test data to ensure error-free coding.

Documents application programs being developed according to prescribed standards.      Develops and maintains systems documentation/manuals for the systems application developed.      Revises and maintain existing application programs and corresponding documentation.      Develop and conduct user training to inform and educate system on how to use the systems applications developed on the microcomputer.      Train bank users on standard PC- Based software packages for common applications such as word processing and spreadsheet usage.      Attend user inquiries and request coursed through by Help Desk Operators for PC-based software training and maintenance as well as other aspects of office automation      Develop file archiving procedures of the application.

Adhere to the system development life cycle methodology. Analyst/Programmer Lica Management Inc July 1995 to March 1998 Duties and Responsibilities:      Define and Investigate problems.      Write & Prepare Feasibility Studies.      Prepare System Software Specification.      Prepare Hardware Specification.      Database Design.      Conduct System Testing & Perform system evaluation & follow-up.      Assistance during implementation & prepare system documentation.      Installs program and configures software problems and application.      Manages database retrieval and storage procedure.      Assisting in NETWORK management. Education Master in Business Administration in Business Administration University of Sto - Manila

Name: Harold Schmitt

Email: guerrerojessica@example.org

Phone: 716-477-9613