

Network Technician Network Technician Systems Administrator Berry Creek, CA Complete IT Infrastructure Administration: Design, Performance, Security, Project Management, Change Management, Patch Management, Backup & Recovery Systems, Group Policy, Active Directory, Auditing, Optimizing, Web Servers, Phone Systems, Policy & Procedure Development, Remote Administration, Technical Support, & Customer Care. I also have experience with adjusting focus on projects with little to no warning and re-prioritizing my responsibilities and schedule. Work Experience Network Technician Major Internet Provider - Northern California July 2019 to Present Design Dependency Chain Networks for Optimal Performance Diagnose and Restore Network Connectivity Configure Network Equipment Security Engineer Silverback Cyber Security - San Francisco, CA June 2018 to September 2018 Compliance Guidance & Certification Complete Management of IT Systems, Policies, & Procedures Threat Analysis, Layered Security, Breach Reconnaissance & Insurance Administrative & Technical Support for all phases of the end user device life cycle 24/7 Monitoring of IT Systems for proper operations, upgrades, and patch management System Administrator Private Eyes Inc May 2017 to June 2018 Complete Infrastructure Performance, Security, & Recovery Management Managed Help Desk, Compliance, Employee & Customer Training Administrative & Technical Support for all phases of the end user device life cycle Monitor systems for proper operations, upgrades, and patch management Install and configure systems for testing and production environments Develop, maintain, and follow change, configuration, and release management Develop, maintain, and follow practices, processes, and procedures for incident management and maintenance Development Vehicle Operator Uber Advanced Technologies Group - San Francisco, CA November 2016 to February 2017 Operate Development Vehicles, make critical decisions, and provide detailed reporting Conduct real time trouble shooting with multiple departments through multiple interfaces Review route footage and AI decisions by situation and environment System Administrator Pathfinder Systems Incorporated July 2016 to November 2016 Manage User Account Access, Office Resources, Devices, and Back Ups. Security and Performance Auditing and Optimization Administrative & Technical Support for all phases of the end user device life cycle Monitor systems

for proper operations, upgrades, and patch management Technology Support Specialist H&R Block
Head Quarters - KC, MO 2011 to 2014 Remotely Repaired & Supported thousands of Satellite
Offices Provided White Glove Customer Service through Chat, Remote Link, & Phone IT Support
Technician Cessna Aircraft Company 2007 to 2009 Installed & Integrated 200+ Cisco Networking
Closets with Tripplite Back up Systems Audited Asset Database & Removed unused assets and
service contracts Help Desk, Installation, & Technical Support M1-A1-Armor Crewman United
States Army - Fort Knox, KY 2003 to 2005 Tank Operations, Infantry Operations, National Security
Army Achievement Medal, National Defense Medal, & Global War on Terrorism Service Medal
Education Bachelor of Science in Information Technology in Cyber Security Southern New
Hampshire University August 2017 Military Service Branch: United States Army Rank: E4 Specialist
Additional Information Operating Systems / Programs : Windows Server 2008 R2 2016 , Windows
XP - 10, Kali Linux, Linux Mint, Macintosh, Android, IOS ,Outlook 2010 2016, Office 365, Microsoft
Office Suite, Quick Books, UPS World Ship, Avaya IP Office, Cloud Berry, Vsphere, VMware
Hardware: Firewalls, Servers, Switches, Routers, Phone Systems, Wireless Access Points,
Synology Disk Station NAS, IP Cameras , Lap Tops, Desk Tops, Back Up Modules, I-pads, Smart
phones, and Scanners

Name: Dominic Dean

Email: lmoore@example.org

Phone: 957-782-2721