

Project Engineer I Project Engineer I Project Engineer I - Network Technologies Anaheim Hills, CA

Looking to combine my 2 passions of Business Management and Information Technology into a lifelong career. I am looking to combine my 5 years of Retail Management experience with my 2 Years of IT experience in the form of a Team Lead or Helpdesk Manager position. My 10 year goal is to finish a business degree and be a Director/VP/CIO of a Small-Medium size business.

Work Experience

Project Engineer I Network Technologies - Olathe, KS April 2019 to Present based MSP with roughly 100 clients across the continental US. My role was part of the Professional Services department, focusing on Billable deployments, migrations and implementations. Configured, installed and supported the following technologies: ? Windows Server/Workstation OS ? Adtran Netvanta Managed Switches (1531p) ? Fortigate Firewalls (Fortigate 60E) ? Fortinet AP's ? Allworx VOIP Systems ? Allworx Handsets/Integrated Apps ? HP Desktop/Thin Clients Building Network Racks for new customers/sites Re-organization of existing network racks/patch panels for new customers. Office 365 Migrations using BitTitan/Powershell Tier 3 Support Escalation ISP Cutovers/Installations Work Instruction/Documentation building for internal and external use.

Support Engineer MMGY February 2019 to February 2019 3-week contract position secured through TEKsystems. Full IT-Staff was off-site in the UK for acquisition of two offices, needed onsite support. Supported 350 employees across four locations. AV support in conference rooms. Broke/fixed tickets inside of Freshservice CRM. Assisted in creation of users/email groups inside GSuite for acquisition work. 80/20 Mac to Lenovo environment. IT Helpdesk Associate Wellsky May 2017 to January 2019 Supported 1300+ employees (1700 with contractors) across 21 locations. Imaged/deployed new machines from the home office to satellite offices and remote users. Supported Okta MFA/SSO and integrated applications. Supported Office365 and other 3rd party applications to user base. Performed Active Directory manipulation including password resets and distribution/security configurations, builds and group assignments Audited 750+ virtual machines, phone systems, and security encryption for 500+ users. Implemented and supported Polycom Video Conference units across seven locations, Zoom Video Conference tool for 200 licenses, and Microsoft Stream learning management system. Established Hardware

standards and worked directly with vendors to determine best pricing and ordering methods. Performed cable management inside the 2-rack network stack onsite. Involved in seating chart planning process for maximum efficiency. Conducted onsite visits of recently acquired companies to evaluate technological strengths and weaknesses. Interacted with users all users, managers and executives to discuss next steps, learn problem points, and develop relationships. Area Manager EYM Industries December 2015 to August 2016 Implemented re-organization and new processes resulting in 5-15% sales growth annually in four stores. Oversaw the ordering, hiring, training, process implementation, and payroll/sales tracking for three stores. General Manager NPC International March 2015 to December 2015 Started as Shift Leader and was promoted to a roaming General Manager position working with struggling stores to train staff and increase productivity. Saw a 5-10% sales increase over 1-2 month stay at each store before being moved to next one. Worked directly with KC Regional Manager, Area Managers and Store Managers to improve training programs and increase area sales. General Manager November 2013 to March 2015 Started as a cashier and was promoted to Assistant General Manager after three months, then temporary General Manager. Specialized in ordering, inventory management, and training. Links <http://linkedin.com/in/joshua-lindsey-it>

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