

Computer Systems Administrator Computer Systems Administrator Network and Computer Systems Administrator Winchester, CA An accomplished IT professional with more than 14 years' experience in an IT support capacity. Dynamic and adaptable with the ability to excel both individually and as part of a team. Extensively experienced in problem resolution and network troubleshooting to increase efficiency and effectiveness of the organization. Ability to work as a help desk support on large scale IT projects and deliver high-impact, user-friendly solutions, for complex issues. Developed the ability to handle pressure allowing for both physical and mental resilience through experience with the US Navy for 6 years. Authorized to work in the US for any employer Work Experience Computer Systems Administrator Liquid sciences LLC - Irvine, CA May 2017 to December 2018 Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets for 75-100 users Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more. Exchange / Office 365 Support, maintenance, and administration System Support Windows 7-10 Windows server 2008/12 MacOS 10 Active Directory support and administration (group policy, permissions) Set up secure WiFi, LAN and VoIP networks at remote locations, client/server configuration Experiences in managing salesforce, QuickBooks, Microsoft Office. Responsible for purchasing hardware and software equipment including smart phones Laptops/desktops, servers and printers Computer Systems Administrator Rugged Notebooks, Inc - Orange, CA May 2015 to May 2017 Provided level 1 and 2 technical support for 150+ users. Ensured quick resolution of user concerns and escalated more complicated issues to helpdesk managers Reduced costs of goods sold by 30% through negotiating purchasing costs with suppliers Monitored the cost, quality and efficiency of stock and goods. Improved delivery times for movement and storage Managed profit & loss by following cash control/security procedures, maintaining inventory, managing labor, and reviewing financial reports Successfully developed and led a top-performing team in implementing production operations Facilitated business efficiency by implementing broad knowledge in technical documents, computer and software processes, and knowledge of ISO 9001 IT Technician Advanced

Tek Solutions - Lake Forest, CA 2011 to 2014 Installed, repaired and upgraded 300-400 user PC's and laptops Worked with over a dozen clients which involved support of 30 servers and 250 client machines through cloud based systems Set up secure Wi-Fi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations. Resolved user questions and issues in a fast-paced, high-pressure environment IT Manager Surfaces U.S.A - North Hollywood, CA May 2008 to July 2010 Facilitated server builds and network configurations, including migration to a virtual environment Purchased, maintained and repaired computers for 7 offices, 40+ employees and 7 servers daily Established asset management practices to track technological assets from purchase to disposal and improved resource optimization by 23% Defined, documented and published all IT policies, procedures and standards Combined 6 websites into one website for better buyer experience Focused the Quality Assurance team on understanding the strategy behind the work to ensure excellent quality software testing resulting in system availability above 99.7% Consistently worked with the team to identify and implement quality improvements resulting in reduced time to test and higher confidence in results through automation and tools Lead IT Support Tech Suncal Companies - Irvine, CA April 2005 to May 2008 Demonstrated strong organizational skills through evaluating and prioritizing end-user issues in an effort to minimize interruptions and maximize response times Configured, installed and administered network infrastructure and telecommunication systems for a staff of 350 Troubleshoot for programs including Adobe Acrobat, Creative Suite, and Microsoft Office, Access, Excel, Outlook Fulfilled leading role for the addition and changes to user desktops and e-mail accounts Diagnosed and troubleshoot Windows processing problems and applied solutions to increase company efficiency Monitored, configured and maintained 75 printers Installed and configured Cisco IP phones, Switches and Routers Education Bachelor's in Data Communication Systems Technology ITT Technical Institute - Sylmar, CA 2003 to 2005 Associate in Computer Network Systems Technology ITT Technical Institute - Sylmar, CA 2001 to 2003 Skills Active directory (10+ years), networking (10+ years), Remote management (10+ years), Microsoft Office (10+ years), inventory (6 years), Operations (6

years), Microsoft windows 7-10 (10+ years), Training (10+ years), Payroll (6 years), System Administrator (10+ years), System Admin (10+ years) Military Service Branch: Navy Service Country: United States Rank: E-4 1993 to 1999 While serving in the navy I had the opportunity to work as a cohesive team member which is imperative when maintaining and managing millions of dollars worth of equipment and munitions. I have learned the importance of being organized and self-reliant as well as a dependable team member. Working in the aviation field with munitions allowed me to receive secret security clearance. Certifications/Licenses Microsoft Certified Professional (MCP) 2005 to Present Microsoft systems administrator (MCSA) 2005 to Present CompTIA A+ 2006 to Present Lean Six Sigma White Belt Certified August 2019 to Present Project Management Essentials Certified (PMEC) August 2019 to Present Assessments Food Service: Problem-Solving Skills Proficient December 2018 Measures a candidate's ability to use logical approaches when solving problems in a restaurant context. Full results: [https://share.indeedassessments.com/share\\_assignment/noh0notrle4jxmvt](https://share.indeedassessments.com/share_assignment/noh0notrle4jxmvt) Customer Service Skills Familiar December 2018 Measures a candidate's skill in evaluating approaches to customer service & satisfaction. Full results: [https://share.indeedassessments.com/share\\_assignment/mg2j17eb1k-qgedp](https://share.indeedassessments.com/share_assignment/mg2j17eb1k-qgedp) Supervisory Skills: Interpersonal Skills Familiar December 2018 Measures a candidate's ability to maintain productive team working relationships by identifying conflict and settling disputes. Full results: [https://share.indeedassessments.com/share\\_assignment/w2lbthbkgv2kn9hk](https://share.indeedassessments.com/share_assignment/w2lbthbkgv2kn9hk) Management & Leadership Skills: Impact & Influence Proficient December 2018 Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal. Full results: [https://share.indeedassessments.com/share\\_assignment/adsluesr2b-jmeak](https://share.indeedassessments.com/share_assignment/adsluesr2b-jmeak) Supervisory Skills: Directing Others Highly Proficient December 2018 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/mj5s3pqu6zixroix](https://share.indeedassessments.com/share_assignment/mj5s3pqu6zixroix) Scheduling Skills Completed December 2018 Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules. Full results:

[https://share.indeedassessments.com/share\\_assignment/4fhfcxojn3l5kkf2](https://share.indeedassessments.com/share_assignment/4fhfcxojn3l5kkf2) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Jason Rivera

Email: [conniewalker@example.org](mailto:conniewalker@example.org)

Phone: 001-622-250-3986