

Information Technology Manager Information Technology Manager Information Technology Manager - Tax & Financial Group Aliso Viejo, CA As a skilled IT professional with nearly 10 years of experience in the field, I am seeking an IT or helpdesk related position. I enjoy the delegation, planning, and presentation elements of my current role, but I am also passionate about helping people, therefore helpdesk is also appealing to me. I hope to stay in the Aliso Viejo area and find a role that would enable me to use my skills and talents in a supportive and progressive way. Work Experience Information Technology Manager Tax & Financial Group - Newport Beach, CA February 2015 to Present Effectively oversee IT staff and interns, including hiring, assigning tasks and projects, and tracking time-off requests Support directly and indirectly 150 associates and their equipment Ensure company cyber security compliance standards meet SEC and FINRA regulations Project & budget planning for implementation of new software and hardware Maintain relationships with various vendors to ensure the best pricing and service Update and maintain Windows servers and Avaya IP phone systems Prepare and perform training presentations for new or updated technology and practices Renew equipment leases & purchase new equipment when necessary IT Support Specialist Tax & Financial Group - Newport Beach, CA February 2013 to February 2015 Prepared and maintained network backups for offsite and cloud storage Submitted help desk tickets via Spiceworks ticketing system Resolved help desk support requests Administered desktop deployment and maintenance Created and disabled accounts and computers in Active Directory Project Manager for Digital Data Conversion McFarland Associates - Newport Beach, CA June 2012 to February 2013 Converted paper files to digital format to facilitate rapid document access using Laserfiche Created folder structure and file names for ease of data retrieval Archived documents to specifications required for "legal original" qualifications Freelance PC Technician Orange County, CA, US September 2009 to February 2013 Built customized PCs Replaced RAM, video cards, power supplies and other hardware Improved performance through defragging and removal of bloatware and/or adware Education High school or equivalent Skills Active directory, Problem-solving, Windows server 2003, Windows xp, IT Management, Customer Service

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