

Sr. Systems Engineer Sr. Systems Engineer Sr. Systems Engineer - Levi Dublin, CA Work Experience Sr. Systems Engineer Levi - San Francisco, CA December 2016 to Present Contract Position) Manage projects & Staff Support Mac Windows enterprise environment (100+) Administrator of JAMF & Casper Imaging. Active Directory Remote Desktop Senior Mac / Windows Support. Executive support. Self-managing and a team player. Operating system and utilities support, application desktop deployment. Encryption and antivirus Support. Knowledgeable with Active Directory integration. Working with a centralized web-based Help Desk Ticketing System. (Closing tickets, entering notes, etc.). Network Support (Patching, testing, router configuration) Hardware Deployments (Mac, PC, Printers, Tablets, Cell Phones, etc.). Desktop Support Ross Headquarters - Pleasanton, CA May 2016 to October 2016 Contract Position) Perform Desktops/Laptops/Server deployment upgrades. Remote VPN support Hardware upgrades & application installs. Microsoft Office suite 2003 & 2010 Support and Staff Training. Microsoft AD/Exchange Administration and Troubleshooting. Assisted with technical policies and procedures. Provide support for mobile devices iOS, Android, Blackberry & tablets. Imaging & deployment. Inventory management. Executive / White Glove Support. Sr. Systems Administrator Workday - Pleasanton, CA September 2014 to May 2016 Windows / remote VPN support / Support for Audio/Visual solutions / WAN/LAN troubleshooting. Active Directory Support (passwords Group/account access). Collaboration Tools (WebEx, Jabber) Support for Audio/Visual solutions / Windows and remote VPN support / Troubleshoot TCP/IP connectivity issues across a variety of technologies (LAN/Dial-up/Broadband/Wireless). performing audio-visual conference set up Track service requests with 3rd party vendors. Windows & iOS Support / Laptop/Desktop Provisioning. Assist w/ Infrastructure Operations NOC / Security as needed to identify and resolve issues. Active Directory Support (passwords Group/account access). Training on applications/Devices; MS Office/Office365/Google Docs/WebEx/Jabber/Smart phones/TouchTen. Participate in on boarding and training Desktop team members. Associate Support Analyst, CEM Production Support Kaiser Permanente - Pleasanton, CA April 2013 to September 2014 Respond to technical support questions and issues

from members, prospective members, Brokers, Employers, and Customers using the website that have been escalated to Tier 2 from the Tier 1 Call Center or internal Helpdesk in a timely manner. Troubleshoot technical problems that users encounter while using the website, provide user account maintenance, and supply solutions derived through research and troubleshooting. Communicate professionally with members, brokers, employers, customers, users, and co-workers as well as track/update information in the Call Tracking Systems (Vantive and/or Remedy). Collaborate with technical staff, both internally and externally to resolve outstanding issues.

Desktop Support Ross Headquarters - Pleasanton, CA August 2011 to April 2013 Contract Position) Perform Desktops/Laptops/Server deployment upgrades. Hardware upgrades & application installs. Microsoft Office suite 2003 & 2010 Support and Staff Training. Microsoft AD/Exchange Administration and Troubleshooting. Assisted with technical policies and procedures. Provide support for mobile devices iOS, Android, Blackberry & tablets. Systems Administrator / Google Apps Trainer (Contract Position) Actelion - San Francisco, CA October 2011 to December 2012 Train and assist staff w/ migration from Lotus Notes to Google Docs. Provide quality support to end-users. Create detailed reports and maintain SLA's. Provide onsite & remote support to Actelion staff that migrated to Google Apps. Troubleshoot Google Apps on Windows & Mac platforms. Address problems with Internet Browsers (Google Chrome, I.E. and Firefox). Support mobile devices iOS, Android & tablets. Respond to service requests, and escalate to appropriate support team when necessary. Assisted Project Team with implementation on project.

IT Support Consultant Epicor Inc - Livermore, CA April 2011 to August 2011 Support daily IT operations, new system upgrades (Window XP to7) and application rollouts. Troubleshoot issues with SalesForce. Manage virus Application (eTrust). Provide technical support: Troubleshoot, configure, install and deploy workstations, laptops, printers, PC peripherals, iOS, Android, Blackberry & tablets. Manage Ticketing (Oracle) and asset tracking application. System Administrator ZipRealty Inc - Emeryville, CA July 2005 to August 2010 Upgrades to workstations and new system/application rollouts. Log, diagnose, assign and resolves service requests using issue tracking systems (Tri-Active). Perform network troubleshooting, diagnostics and resolve network issues. Application Training MS

Office/Content Manager/Kofax. Develop training materials and Reference Guides. Management and testing of new software and patches in lab environment. Microsoft AD/Exchange Administration and Troubleshooting. Provided support to mobile devices iOS, Android Tablets. Experience with Symantec Backup Exec. Manage Firewalls (Cisco, Juniper, Sonicwall), SSL VPNs and Site-to-Site VPNs. Write or revise user-training manuals and procedures. Virtualization (VMware). Manage Virus Applications (TrendMicro & Symantec). Network (Cisco, SonicWall) Troubleshooting Education BS in Computer Science in ORGANIZATIONAL AFFILIATION Golden Gate University - San Francisco, CA Skills Voip, Noc, Remedy, Lan/wan, Ldap, Vmware, Vpn, Ms office, Rsa, Wireless, Symantec, Database administration, Database, Training, Lan, Microsoft office, Printers, Application support, Staff training, Workflow Links <http://www.linkedin.com/in/mrtywilliams> Additional Information Highlights of IT Skills LAN/WAN/NOC Administration Project Management Workflow Planning VMware builds and support Collaboration Tools Provide training on applications; MS Office/Office365/Google Docs/WebEx/Jabber Systems Installation, Configuration & Upgrading Virus Application Support (TrendMicro/Symantec/McAfee) VPN Administration VOIP Administration RSA Administration Microsoft Office Suites Database Administration Network Patches & Updates Staff Training Wireless administration AD/LDAP Administration Laptops, printers & devices Remote Support Bomgar/ServiceNow/Remedy

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