

Software/Hardware Install & Maintenance Tech Software/Hardware Install & Maintenance Tech IT Generalist / Support Technician Panorama City, CA I have over 10 years of professional experience in the IT field, and I've been tinkering with both computer hardware and software since I was 10 years old (almost 30 years). I am an IT generalist, but I have strong aptitude in: 1. data analysis 2. database administration 3. general help-desk support Authorized to work in the US for any employer Work Experience Software/Hardware Install & Maintenance Tech Advanced Access Controls - North Hollywood, CA April 2016 to July 2018 Programmed Cisco Managed switches, generic and (Trustwave) branded SonicWall according to engineering specifications Ran Ethernet, Fiber cabling between multiple parking lots and Parking Management Offices Installed & configured Parking controls software, peripherals, according to PCI compliance standards Setup client Servers and Workstations with respective Window versions Provided remote (via LogMeIn) & on-site support for clients Regarding both software & hardware issues Troubleshooting: router/VPN/general connectivity issues, including cabling and local/external IP conflicts Project Manager & Engineer Global Vision Systems - Chatsworth, CA October 2015 to April 2016 Integrate our software product with both common and atypical financial institution core systems Correspond with business-side client contacts to establish business needs Confer with IT-side client contacts to determine technological constraints Setup Windows Server on physical and virtual servers: configure IIS, Component Services, Task Scheduler Customize SQL Server: configure SSRS, Visual Studio + SSIS Data Tools Business Intelligence Load our software product on client servers using PowerShell scripts Install product updates using windows command line batch scripts Perform Data Validation, Data Mapping Manage my own projects, and those of teammates located locally and overseas Construct & update Project Plans & Timelines Self-Employed Self-Employed - Panorama City, CA April 2015 to October 2015 Set up LAMP (Linux, Apache, MySQL, PHP) servers, both on remote hosts and on home personal machines Set up WordPress websites, including uploading & customizing themes, security plugin setup Created simple but useful websites from scratch using HTML5 & CSS3 Setup OwnCloud personal cloud on Arvix Experience dealing with website hosting company, including resolving support issues like website

downtimes Data Analyst/ IT Support Technician Premier Auto Credit - Van Nuys, CA February 2012 to April 2015 Facilitated new database, phone system, server transitions Setup of employees with all essential computer components, applications & electronic accounts Performed disk imaging (HDD & SSD), driver & software installation designed, implemented & managed Access Database or GPS inventory Constructing and refining reporting for vital key performance indicators (KPIs) for Collections department Created live Excel reporting containing up-to-the-minute dashboard-like information for Funding department Marketing Data Analyst AireSpring - Van Nuys, CA October 2011 to February 2012 Took on various duties of my previous manager after I was employed for only 1 month Autonomously formulated on-the-spot SQL queries in SQL Server daily to fulfill wholesale & retail marketing requirements DB Analyst & Developer National Office Outlet - Stevenson Ranch, CA March 2011 to June 2011 Transitioned information management from static scattered Excel spreadsheets to dynamic Access Database Constructed front-end Access applications for users to import & export data from divergent source types Built & coded testing, staging & production versions of Access DB in order to deploy updates methodically Customer Service Representative Contractor's Wardrobe - Valencia, CA September 2010 to March 2011 Created an Excel spreadsheet with our customer quote form as the background image; customer service representatives could then type up quotes, erasing confusion from hard to read handwritten quotes Database Analyst Princess Cruises - Valencia, CA December 2007 to February 2010 Composed instructional database materials such as manuals & software documentation for end users & clients Managed problems/complaints/suggestions e-mail & inbox for internal & external database customers Tested database performance, identified transmission entropy & suggested modifications maximizing efficiency Education Bachelor's in Technical Management in Computer Science DeVry University - Sherman Oaks, CA August 2011 to October 2012 None in Computer Science and Engineering University of Arizona - Tucson, AZ August 2000 to May 2003 Skills Desktop Support (10+ years), Tech Support (10+ years), Help Desk (7 years), Active Directory (7 years), MSP (3 years), Helpdesk Support (7 years), VPN (4 years), Service Desk (4 years), Databases (10+ years), Telecommunications (Less than 1 year), Powershell (6 years), IIS (6 years),

Switches (6 years), Vmware (3 years), HTML 5 (Less than 1 year), CSS3 (Less than 1 year), Javascript (Less than 1 year), Web Design (Less than 1 year), Web Development (Less than 1 year), SQL (10+ years), Wordpress (2 years), Basic Computer Skills (10+ years), DNS (3 years), Apache (2 years), Php (Less than 1 year), Website Design (Less than 1 year), Webex (Less than 1 year), Networking (5 years), Integration (2 years), Data Mining (3 years), SEO (Less than 1 year), File Management (10+ years), MySQL (2 years), Android (Less than 1 year), Ubuntu (5 years), Google Docs (5 years), LAN (7 years), Wan (3 years), Firewalls (6 years), Technical Writing (1 year), Operating Systems (10+ years), Windows (10+ years), Linux (3 years), Data Analysis (5 years), System Administration (1 year), Information Technology (10+ years), Mathematics (10+ years), Administrative Assistant (2 years) Links <https://www.linkedin.com/in/williamrescigno/>

Certifications/Licenses Driver's License Assessments Technical Support Expert July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/qtn43xtou87cmmsb Problem Solving Highly Proficient July 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results:

https://share.indeedassessments.com/share_assignment/24z1pelnjcqqfaoi Customer Focus & Orientation Expert July 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/fnbxmkhb2os2wuci Proficiency with

Microsoft Office: Mail & Calendar (PC) Highly Proficient July 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/cvekp8chk-loa5kj Written Communication

Highly Proficient July 2019 Measures a candidate's ability to convey written information using proper grammar rules. Full results: https://share.indeedassessments.com/share_assignment/arpasofj7lei7jql Indeed Assessments

provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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