IT Lead

IT Lead

Oceanside, CA

Authorized to work in the US for any employer

Work Experience

IT Lead
Penske Automotive Group - San Diego, CA
April 2019 to Present

- Oversaw IT operations for 13 locations in the Southern California market
- Planned and coordinated the replacement of 380 desktop computers
- Planned and conducted the migration from Windows 7 to Windows 10 for over 200 computers

IT Associate
Penske Automotive Group - San Diego, CA
March 2012 to April 2019

- Provided desktop support for over 900 customers
- Worked and closed over 6000 support request tickets
- Developed a method within Cisco Unity Connection to establish voicemail distribution groups which is now used at the Corporate level
- Found and implemented a solution for automatically starting the PDF Creator service on BHIIS01
- Configured and shipped 100 Kiosk desktop machines for HR program across the company
- Assisted in the planning and execution of multiple off-site sales requiring specialized hardware and software support
- Configured and shipped laptops to support mission critical training throughout the West Region

Network Systems Associate
BAE Systems - Oceanside, CA
April 2010 to February 2012

- Administration of military Sensitive Compartmental Information (SCI) networks
- Provided desktop support for over 100 customers
- Duplicated more than 30 hard-drives to support the deployment of new workstations
- Installed and troubleshot multiple applications/operating systems including Outlook, Microsoft Office, Analyst's Notebook, Windows XP and Windows Server 2008
- Administration of Active Directory computer and user accounts
- Administration of Exchange mailbox delivery queues and accounts
- Served as the local Public Key Infrastructure (PKI) Trusted Agent

Special Intelligence Systems Administrator
U.S. Marine Corps
February 2002 to February 2010

- Administration of military SCI networks to include network configuration, upgrade implementations, account creation/deletion and customer service
- Completed the Certification and Accreditation (C&A) process for multiple classified networks and workspaces
- Applied IAVA and virus definition patches as needed to all information systems
- Installed and troubleshot multiple applications/operating systems including Outlook, Microsoft Office, Analyst's Notebook, Windows 2000 and Windows Server 2000
- Provided desktop support for over 40 customers
- Designed and created new network infrastructure including cabling, workstations and servers
- Administration of Active Directory computer and user accounts

Administration of Exchange mailbox delivery queues and accounts   Administration of Domain Name System (DNS) in Windows Server 2000   Primary Information Assurance (IA) technical adviser   Supervised multiple workgroups handling a variety of tasks   Managed networking assets exceeding $5 million in value   Created and updated multiple Standard Operating Procedure (SOP) manuals and technical documents in support of daily operations Education High school or equivalent Skills   Familiarity with creating and running batch & PowerShell scripts,   Knowledge of LAN/WAN network administration,   Expert capabilities for hardware, software and networking issues,   Systems: Windows NT/2000/2003/2008, Windows 95/97/XP/Vista/7/10, Information Technology, Help Desk, It Specialist, Desktop Support, Information Technology, It Specialist, Help Desk, Network Support, Cisco Military Service Branch: United States Marine Corps Rank: E-6 Assessments Technical Support   Highly Proficient August 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/pyayadw6ku5tq8hy Basic Computer Skills: PC   Highly Proficient August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/pphadm3gckphofyc Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Michael White

Email: sanderscalvin@example.org

Phone: (628)353-9623x89161