

IT Services Specialist IT Services Specialist IT Services Specialist - Interconnect Networks Palm Desert, CA Work Experience IT Services Specialist Interconnect Networks - Palm Desert, CA September 2018 to Present Provide technical support (phone/email/remote/on-site) for businesses throughout the Coachella Valley encompassing all hardware, software, and systems across an extremely wide scope of business-verticals (finance, legal, medical, retail, real estate, insurance, and more) Managed systems include Active Directory on Windows Server (2008/2012/2016), Office 365 with Exchange, Windows 7/8/10, OS X, mobile devices, printers, networking/firewalls (Cisco/Sophos/Ubiquiti), imaging/printing, backups, security, and hybrid-cloud environments Designed and implemented a knowledge-base for all customers, devices, configurations, and processes that is used by all technicians for reference and to train new employees Assumed senior representative role after only 6 months and trained new employee to fill my previous role Data Center Ops Senior Representative NTT Data/Desert Regional Medical Center - Palm Springs, CA April 2018 to March 2019 Providing technical support (phone/email) for all hospital departments including performing initial troubleshooting, triage, and ticket preparation for IS Specialist escalations Monitoring the healthcare data center environment including swapping backup tapes Systems include: Windows 7 & 10, Cerner, PACS, HPF, OnDemand, PBAR, Patient Access, RightBed, SCI, Remedy Advanced Support Technician, Tier 2 Vonage Business - Scottsdale, AZ March 2017 to July 2017 Configured and supported premier enterprise customers throughout North America for the UCaaS industry's leading provider Configured and managed PBX and telephony systems via Broadworks administration Supported and configured Polycom, Yealink, and Cisco VoIP phones Troubleshot and configured Cisco and Adtran routers and switches (CPEs) Ticketing systems: Helpspot, Salesforce (also CRM), Remedy Systems Administrator Agua Caliente Band of Cahuilla Indians - Palm Springs, CA August 2016 to December 2016 Provided on-site hardware and software support for all I.T. solutions implemented across business verticals including the casinos, hotel, restaurants, bars, spas, golf courses, and offices I.T. infrastructure comprised of a Windows Server 2008 domain with Windows 7 & Macintosh workstations (desktop and mobile), iOS/Android/Windows Phone devices, Cisco routers/switches/WAPs, Laserjet MFPs, floor-standing

Sharp MFPs, POS terminals, access card encoders, card printers, and more Network Support Consultant State Farm - Phoenix, AZ September 2015 to November 2015 3rd shift network support handling inbound calls (reactive) and trouble tickets (proactive) for all State Farm insurance offices throughout the US and Canada Network infrastructure included Cisco 2911s and Catalyst 3750s, with WAN support primarily dealing with T1s (PPP) and Metro-Ethernet (MPLS) circuits Additional tools and systems included HP Service Manager, vendor dispatch for HP and CompuCom, Cradlepoint wireless routers, and SNMP-trap-based link monitoring Network Specialist, NOC Sonic.net - Santa Rosa, CA March 2011 to May 2014 Configured and supported high-priority Enterprise/SMB data and voice circuits via inbound calls and emails/tickets Supported Products: ADSL2+, Metro Ethernet (SHDSL, up to 24 pairs), Single/Bonded T1s, (PPP Multilink), Fiber-to-the-home, PRI and EFM-transported voice Equipment: Cisco IOS Routers & Switches, Juniper Edge Routers (MX80), Adtran Total Access (5000, 904 & 908, 1448S-CE) & NetVanta (832, 832T, 838, 838T) Acted as a 3rd tier escalation representative for our consumer products support team (ADSL2+) and assisted/collaborated with other departments ranging from the Enterprise Sales team to the Systems Ops (Data Center) group Helped train 2 generations of new hires as the department grew from 6 to 12 people in 2 years (8 NOC, 4 Engineers) Associate, BlackBerry Partner Technical Support January 2010 to June 2010 Associate, BlackBerry Partner Technical Support Spherion - Halifax, NS January 2009 to May 2009 Tier 3 OEM support responsible for taking inbound escalation calls and emails from wireless carriers worldwide; the last level of BlackBerry Prosumer customer facing support worldwide Troubleshoot and resolved the most difficult Prosumer technical issues related to BlackBerry hardware, device and computer software (PC, and Mac), and email (BlackBerry Internet Service) Learned to always go the extra mile to ensure that customers issues are always fully resolved to their satisfaction Network Administrator Wrangell Seafoods, Inc - Wrangell, AK July 2006 to July 2008 Planned, Developed, Deployed, and Supported the entire business network, servers, and client computers while implementing a Windows SBS 2003 domain (2 servers and 20 users) with Microsoft Exchange 2003, Symantec Enterprise Antivirus, and WatchGuard firewall Supervised 3 employees in roles ranging from

preparing production reports to help desk   Created metrics system to monitor production efficiency throughout the plant; reports were used for performance analysis in weekly Managers   meetings  
Education CCNA certification Santa Rosa Junior College - Santa Rosa, CA August 2011 to May 2012 St. Francis Xavier University September 2007 to April 2008 Skills Information Technology, It Specialist, Desktop Support

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