

System Analyst II System Analyst II System Analyst II San Diego, CA Work Experience System Analyst II LOWES DISTRIBUTION CENTER - Perris, CA November 2002 to August 2018 Provide support for UNIX/Linux/NT/XP/Windows 7, Windows 10, Server 2008. Maintain and configure network servers, SQL (DMS), switches, routers, firewalls and other network equipment. Provide first level support for all servers and escalate to 2nd level support. Responsible for daily operation of data center infrastructure. Provide customer support and end-user support in Window environment. Provide first level sorter support in the warehouse. Provide support OCE printers (label printers), Lexmark printers. Provide support for carousel I provide support in the internal and external warehouse. In our team, we have total of 4 Systems Analysts. Since Lowes opens 24 hours, we have 2 Analysts support Monday to Thursday and myself support Friday to Sunday. My job is to manage the inside/outside warehouse IT. I support Desktops, laptop, printers, sorters from the warehouse that sort boxes to doors as well as Carousel stations that allow users to pick and put boxes into the container. I re-imaged desktops and laptops and order any hardware to support the end users. I provide support or repair OCE labels printer and Lexmark printers. I support end user email, windows 7, Windows 10, backup user profile and support servers 2008. Manage AD users account and Kiosk machines. I troubleshoot Cisco router and create remedy tickets to forward to level 1 support if needed. I manage warehouse AP that provides LRT scanners and Zebra scanner through the warehouse. I manage and support AIX UNIX server. We make sure the partition is not running out of space and files are FTPed from AIX to Windows Server. I manage and write UNIX scripts to provide any necessary fail-over on the system. We are 2nd level support and we have to drive to offsite warehouse to provide full 1st level support. We accomplished major upgrade on Windows 7 to windows 10 users. Upgrade AIX OS, Cisco routers and all the AP wireless through the warehouse. Systems Administrator CSC - San Diego, CA March 2002 to November 2002 Served as Desktop Support/ Systems Administrator for NT/W2K workstations, servers, Provided LAN/WAN support, maintained and configured servers, routers. Provided customer service for over 400 clients. Supported, maintained and installed San Diego City mainframe and DLTS. Systems Administrator MAGIS NETWORKS INC October 2000 to October 2001 Provided support

for UNIX/NT servers, workstations. Performed LAN/WAN troubleshooting, networking, maintenance router, firewall, Network Appliance, SAN, VPN, and Exchange server. Performed daily/weekend backup using Veritas Netbackup. Supported, maintained and installed any necessary software on SUN Sparc (2.8)/Redhat servers or workstations. Created samba(2.4) for UNIX, installed Veritas, Cadence, NIS, NFS, printers, EMACS/XEMACS, C/C++ Compiler, Netscape, etc. Scripting C, Korn Shell and writing C/C++ for engineer department. Supported over 200 workstations for engineers. Resolved any problem related to desktop machines, software and hardware installation. NT/UNIX Systems Administrator ANACOMP INC - San Diego, CA August 1999 to October 2000 Supported NT/Novell servers, workstations, UNIX servers (SUN Solaris 2.7)

Performed LAN/WAN troubleshooting, networking, maintenance and support for 500+ clients. NT/UNIX Systems Administrator MOLECULAR SIMULATIONS INC (MSI) - San Diego, CA February 1998 to August 1999 Provided support for NT/UNIX servers (SUN Solaris 2.6, SGI, Auspex and IBM). Performed hardware and software troubleshooting. Configured and maintained TCP/IP network, upgrading and/or installation. Configured and supported for 400+ clients. Performed data backups for all machines on LAN. Computer Lab Assistant SAN DIEGO STATE UNIVERSITY - San Diego, CA February 1998 to August 1999 Performed Novell 4.x and Windows NT/95/98 software installation and configuration. Provided customer support and end-user support using Windows applications. Provided printer support, created web sites and email accounts. Programmer/Network Engineer SPAWAR - San Diego, CA September 1997 to February 1998 Developed software to capture data from satellites and converted to required format. (Security Clearance). Worked with other Network Engineer in network troubleshooting and configured network servers. Responsible for software installation/configuration using Novell 3.12/4.11. Built Novell and Windows NT servers, back-up file servers, client workstations, and provided support to users. Computer Technician SAN DIEGO COMPUTER CENTER - San Diego, CA June 1992 to February 1998 Built and repaired computer hardware systems to the board level. Performed network management, software installation, peer-to-peer/networking using Windows NT/95, and built Novell and Windows NT servers. Computer Technician MICRO CITY - San Diego, CA

September 1995 to August 1997 Built and repaired computer hardware systems to the board level.

Performed network management, software installation, peer-to-peer/networking using Windows NT/95, and built Novell and Windows NT servers. Education BS in Computer Science San Diego State University - San Diego, CA June 2000 Skills Desktop Support, Help Desk

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