Supporting staff Supporting staff Supporting staff Los Gatos, CA Authorized to work in the US for any employer Work Experience Supporting staff St. Brigid School - San Francisco, CA August 2012 to 2015 teachers and students with hardware and software   Assisted users with technical issues in person, via email and telephone   Provided support with issues with PC, Mac, tablets, network and printers   Managed inventory and keep records using MS Excel for database   Helped users with problems related with technology   Supported classroom audio visual and smart board and document cameras   Participated on technology meetings as needed   Prepared reports for technology review and planning purpose   Managed and maintaining school website including e-mail account for staff and students   Installed and configure hardware and software and managed database Systems Administrator JobTrain - Menlo Park, CA April 2006 to June 2011   Supported Microsoft Windows desktop and web-based computer applications   Systems helped students and staff with their technology applications and needs.   Created new account, reset passwords and configured access for users   Supported printers, refurbished computers and installed software and operating systems   Imaged computers to replace lost or damaged computers and data recovery Assisted with software and operating systems upgrade as needed   Managed Active directory, to create and configure user accounts, groups, computer accounts and delegate administration. Supported and servers such as mail server printer server and database servers   Supported a Voice over IP phones Education Certificate in implementation and general Mission College 2011 B.S in Management Information Systems San Jose State University - San Jose, CA De Anza College Business Administration Certifications/Licenses System Administrator/IT

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