

Systems Administrator Systems Administrator Systems Administrator Los Angeles, CA Experience troubleshooting and repairing both PC and Mac systems, their hardware and software, peripherals and networks. Experience with customers, always adhered to the concept that a positive attitude and focus on customer service is the best approach to helping people address their concerns. Supported VMware/HyperV, Office365, Active Directory, Exchange, Mac/PC/Linux, Jira/ServiceNow/ServiceDesk, KVM/VNC/Teamviewer/logmein, Windows Server systems. Work Experience Systems Administrator Brentwood Originals - Carson, CA February 2019 to May 2019 Maintained Active Directory and Exchange Servers in a Windows Server 2016 environment. Set up PCs and PBX phones for incoming users as the single point of contact working under the VP of IT. Supported 3 warehouses at the Carson location, and 4 other satellite locations for the business. Troubleshot various issues with PCs, Fax, Multifunction printers, and older AS400 systems. Desktop Support/ System Administrator Nestl skin health/Galderma/proactiv July 2018 to January 2019 Built and set up custom windows and Mac OS machines for Finance, and marketing Environment, as well as average users. Used Windows Server 2012, Active Directory, Exchange Servers, Outlook, 365 as well as with ServiceNow helpdesk software. Supported several off-site users as a part of a 1 person helpdesk team, as a part of a larger IT team, under short time frames. Troubleshot various hardware and software issues for users and executives in a corporate environment. Helpdesk Analyst JRK Property Holdings - Los Angeles, CA May 2017 to July 2018 Built and set up custom windows machines for Analyst Environment, as well as average users. Used Windows Server 2012, Active Directory, Exchange Servers, Outlook, 365 as well as with ServiceDesk Plus helpdesk software. Supported thousands of off-site users as a part of a 3 person team, under high call volume and short time frames. Troubleshot various hardware and software issues for users and executives in a corporate environment. Asset Management Tech Dreamworks Animation SKG - Glendale, CA March 2016 to May 2017 Built and set up Red Hat Linux and Windows Machines. Replaced failing hardware and Peripherals for users. Scanned and managed company assets throughout the property. Pushed software to new systems, and transferred any pertinent user data to new machines. Dealt with troubleshooting issues for user's

machines and workstations with various operating systems. Used Jira ticketing system, and active directory, as well as VNC and KVM remote viewing programs. Worked under high call volume and short time frames on user tickets in Jira. IT helpdesk support 1st Quality Tax Services - Inglewood, CA January 2014 to March 2016 Client Services Professional The first line of support for software, hardware, networking, and storage troubleshooting. Automated manual processes through creating scheduled tasks. Aided in hardware acquisition when new PCs were needed to be purchased in order to upgrade aging hardware, and set-up the newly purchased hardware. Troubleshot network connectivity issues as they arose. During crunch times, I assisted Clients in filling out all pertinent information for the services provided, I aided in clerical duties, such as Data Entry, Printing, Copying, Faxing, as well as answering incoming phone calls. Independent Contractor musicians, mechanics, lawyers, accountants - Los Angeles, CA 2008 to 2016 Desktop Support Consultant Independently supported hardware and software needs for small businesses and individuals. Worked on Macs and PCs, mobile devices, and replaced and upgraded internal components (e.g. Ram, Hard drives, CPUs, Motherboards, and Graphic Cards), installed and maintained wireless and wired networks, as well as supported office and media software. Advised customers (including artists, musicians, mechanics, lawyers, accountants) on hardware and software purchases that would meet their needs and provided cost/benefits. Handled the training of any new users to the Windows and Mac environment, and explained programs and hardware usage.

Provided reference material for customers to supplement consultations. Technical Support U-MEX INC - Long Beach, CA February 2011 to December 2014 Deployed new workstations and printers, installed operating systems, applications, and drivers, and configured network properties and hardware. Serviced 50 client systems, and handled troubleshooting of major PC issues, which included diagnosis and repair of systems, reformatting and OS re-installation). Anticipated and responded timely to system security issues, including e-mail viruses. Worked within tight budgetary and time constraints when developing and applying appropriate solutions. Maintained high marks on performance reviews in teamwork, customer service, and compliance. tested and verified all incoming PC's for the newly hired staff Crave Apparel Inc - Gardena, CA January 2010 to

January 2011 Gardena CA Jan 2010-Jan 2011 Desktop Support Diagnosed, troubleshoot and resolved a range of software, hardware and connectivity issues for 100 computers. Built, installed software, tested and verified all incoming PC's for the newly hired staff. Maintained, repaired, upgraded, and replaced any computers and peripherals for users when required, after assessing the situation through phone conversation or in-person triage. Required a high degree of researching, analysis and customer interaction. Education B.S in Archaeology California Polytechnic University Pomona - Pomona, CA 2009 A.A. in Liberal Arts and Sciences Los Angeles Valley College 2007 Skills Windows 7 (3 years), VMware (2 years), Office Applications (5 years), Servers (4 years), System Administrator, System Admin, Active Directory Assessments Technical Support Expert June 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/gdcf5-kj6h-yx6pa](https://share.indeedassessments.com/share_assignment/gdcf5-kj6h-yx6pa) Basic Computer Skills: PC Expert June 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/frbxnzlcj-rxsnhz](https://share.indeedassessments.com/share_assignment/frbxnzlcj-rxsnhz) 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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