

IT Support Specialist IT Support Specialist IT Support Specialist - Guidewell Sanitas LLC
Kissimmee, FL Authorized to work in the US for any employer Work Experience IT Support
Specialist Guidewell Sanitas LLC - Kissimmee, FL 2018 to Present * Work closely with managers
and vendors to understand business needs and deliver circuits accordingly, as well as setup telco
rooms at designated location * Completely setup infrastructure of new locations with IT equipment
and troubleshoot network issues with ISP for service delivery. * Configure sites and maintain them
by managing unified networks in Meraki * Assist staff with issues related to accounts on both EMR
and Active Directory. * Maintain computer network, troubleshoot network related issues. * Working
on projects that need support in facilitating workflow for the IT team. * Help IT Team with diagnosing
and resolving issues. * Manage organization firewall s with Meraki Dashboard Network
Administrator Gessler Clinic, Winter Heaven, FL 2015 to 2018 * Maintain, program and troubleshoot:
switches, phones and end point devices throughout the network. * Assist staff with general IT
support, network management and Health Care Information Systems (Allscripts EHR). * Support
Wireless Area Network (Aruba) and experience with hardware and configuration of Controller and
WAP'S. * Layer 3 Switches, configuration, troubleshooting and maintenance. * Ticketing systems
(Spiceworks). * DHCP, DNS setup and troubleshooting. * Support, troubleshoot and maintain
VOIP, fax and analog phone systems. * Ethernet cable creation and deployment. * Kaspersky and
Viper Security Anti-Virus Protection including deployments. * Troubleshoot and monitor network
traffic from switch CLI and GUI (Paessler PRTG). * Maintain, replace and upgrade servers and
hardware for data center environment with SAN and over 150 servers. Network Technician JJ & JD
Services - Orlando, FL 2011 to 2014 * Support to setup, installations, moves, adds, and changes for
PC hardware and software. * Helped end users with hardware, software. * Cabling network and
operations support required in keeping with industry standard practices. PC Technician Circuit City -
Kissimmee, FL 2007 to 2009 * Support to setup, installations, moves, adds, and changes for PC
hardware and software. * IT support local and remote with audio and videoconferences when
needed. * Cabling network and operations support required in keeping with industry standard
practices Education A.S in Communications in Communications InterAmerican University of Puerto

Rico 2006 Skills Desktop Support (10+ years), Help Desk (10+ years), Network Administration (4 years), Windows 7 (10+ years), Servers (4 years) Assessments Technical Support Highly Proficient July 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/0t906isnjobdywv 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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