

Network Administrator Network Administrator Network Administrator - Yakima Valley Farm Workers Clinic Work Experience Network Administrator Yakima Valley Farm Workers Clinic November 2018 to Present Expertise in Cisco Live Action, Cisco FireAMP, APC UPS, Wire Shark, Wireless, Websense, Sophos and Solar Winds. Cisco experience with 2960, 3650, 3750, 3560, 2821, 2921 and 4331 appliances. Configure and Install Cisco Router/Switches. Managing Active directory, Microsoft SCCM. Managed Windows updates on 2000+ PCs and 450+ Windows servers. Support over 30 Clinic sites WAN and LAN through multiple ISP Plan and implement networks for new clinic projects. Provide Tier 3 Windows 10 & Windows 7 Desktop technician support Systems Technician Yakima Valley Farm Workers Clinic November 2015 to November 2018 Managing active directory computers, deleting objects in different OUs Managing updates on computer Installing and maintaining all IS devices onsite In charge of 6 different clinics; Computers, Printers, Phones, Video Conferencing Working after hours to install new hardware needed Yakima Valley Farm Workers Clinic January 2015 to November 2015 Tier 1 troubleshooting of, but not limited to; applications, printers, Shoretel VOIP phones, user permissions and computers. Triage & escalate incidents to appropriate teams Establish and maintain documentation Provide excellent customer service to over 2000 employees Incident escalation to proper tier teams. Create and Maintain documentation Tier 1 troubleshooting of computers, applications, printers, Shoretel VOIP phones, user permissions and other random issues. Manufacturing Technician Intel Corporation November 2013 to January 2015 First point of contact in my department Maintaining tools up to production, in charge of 26 different tools Recovering tools in a timely manner to keep wafers in production Working with engineers experimenting new processes Education Certificate of completion in Information Technology and Communication Systems Perry Technical Institute January 2012 to December 2013

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