

Network Specialist Network Specialist Network Specialist - Advent Resources Inc Lakewood, CA
Thirteen years experience providing excellent customer service and utilizing effective communication skills as a bi-lingual (Spanish, English) IT technician Bachelor level graduate
Work Philosophy: There is a solution for every problem. Technical Acumen Microsoft Desktop & Server OS (Windows XP +, Server 2008+) Linux Desktop & Server OS (CentOS, Red Hat, Ubuntu) AWS Openswan Virtualization (VMWare, Hyper-V) TCP/IP networking VPN MAC OS X Dell Technologies Shoretel VOIP Ticketing Systems (Spiceworks, Jira, Redmine) Unifi Access Points Imaging Software (FOG, Clonezilla) Google Apps For Business Sage MAS Microsoft Office Remote Desktoping Software (Teamviewer, ShowMyPC, GoToMeeting, MS RDP) PACS VEEAM Symantec Backup Exec Bash & Batch Scripting Cisco CLI Barracuda Firewall Active Directory Authorized to work in the US for any employer Work Experience Network Specialist Advent Resources Inc - San Pedro, CA November 2015 to Present Monitor and maintain client Site-2-Site VPN tunnels to the company's Colo Location and VPC in AWS Provide Tier 3 IT support for Customer Success Department Develop technical documents for installation and troubleshooting of company hardware and software Backup IT Administrator for the company Monitor and maintain all client server backups using ADVEEAM and AWS snapshots Research new services and technologies to secure company assets and to provide solutions for a company need Responsible for labeling, tracking, and maintaining company's networking assets Coordinate with client IT to obtain networking details to configure an ASA 5506x and deploy it in their network Server hardening for internal and client servers AWS - Responsible for securing and creating new instances, manage VPC routing, manage snapshots, and observe server performance Manage and maintain Barracuda 680 firewall for user remote VPN access Saved the company 16k utilizing my experiences installing/implementing/managing Active Directory bringing us within SOC 1 compliance. Streamlined daily tasks within my department by introducing new technologies/services Scripted basic network troubleshooting steps required for any tier 3 escalation and provided it to customer success department. IT Administrator iCRco - Goleta, CA January 2012 to October 2015 Analyze network traffic and workload to optimize network

performance Provide Tier 3 IT support for TechSupport Department personnel Perform daily IT support and help-desk for all employees, in house and remote, using Spicework to track issues, assign priorities, and interact with clients to resolve in a timely manner Management of IT department interns including interviewing candidates, assigning tasks, and provide guidance to enable task completion Develop and document procedures for the IT infrastructure, including the installation and troubleshooting of company hardware and software Responsible for labeling, tracking, and maintaining company's IT assets and software licenses Maintain Company Backups using BackupExec 2014 for immediate on-site recovery in conjunction with CrashPlan ProE for offsite cloud storage Windows Server 2008 Active directory & Domain Controller administration, user management/creation, shared folder/storage management Administration of Google Apps for Business, which creates and maintains e-mail accounts, routing points, and email groups Hardened Linux server security on PACS systems sold to end-users Managed company IT infrastructure relocation from Torrance to Goleta with minimal downtime and systems interruptions Negotiated and Researched New PC Product lines to replace existing end of life products for re-sale to end users Reduced preparation time from 1 hour to 15 minutes of order preparation by scripting an automated process Updated company network documentation from 2012 to become current detailing entire IT infrastructure Served as focal point for advanced troubleshooting issues relating to wireless DR panels Education B.S. in Information Systems Security ITT Technical Institute - Torrance, CA September 2013 A.S. in Computer Network Systems ITT Technical Institute - Torrance, CA December 2010

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