

Senior Network Technician and IT Administrator - Team Lead Senior Network Technician and IT Administrator - Team Lead Senior Network Technician and IT Administrator - Team Lead - GFI Capital Resources Group Harrison, NJ Dynamic and tech-savvy Network Technician and team leader bringing more than 10 years of experience in information technology. Customer-oriented and skilled at relating to and connecting with people from all backgrounds. Work Experience Senior Network Technician and IT Administrator - Team Lead GFI Capital Resources Group - New York, NY November 2016 to Present 10005 Team leader and senior administrator for corporate headquarters Provide Tier 2 & Tier 3 support for all users and also offsite users not on MPLS Assisting onsite and remote users in break/ fix issues, wireless connectivity, network/local printer installs, hardware/software installs and mobile device support Installation of file and print servers Management of offsite Travel to remote locations for office build outs and general bi-weekly IT visits Responsible for all executive issues in corporate offices Responsible for all mobile devices associated with corporate accounts (purchasing, upgrading and disconnection) Account creations and terminations Mailbox setups, removals and exchange permissions SharePoint user profile creations and permissions Manage ticketing system and assigning tickets/ following up with end users for customer satisfaction Working in hand with HR and Legal in regards to all compliance issues Grant permissions to shared drives and AD group memberships Monitor all end user corporate machines to ensure safety and proper updates are applied when scheduled via Kaspersky Security Center Responsible for providing timely top level service to all customers.

Senior Network Technician and Administrator Newmark Grubb Knight Frank - New York, NY April 2012 to October 2016 10017 Team leader and senior technician for corporate headquarters. Provided Tier 2 support for all users and also offsite. Assisting onsite and remote users in break/ fix issues, wireless connectivity, network/local printer installs, hardware/software installs and mobile device support Implementation of whole office network setups from ground up within the Tri- State area and nationally Installation of VPN routers, File and print servers Management of offsite locations and IT inventory of all Tri-State offices Travel to remote locations and C level executive homes for office build outs and general Quarterly IT visits Responsible for all executive issues in

corporate offices and home offices Responsible for all mobile devices associated with corporate accounts (purchasing, upgrading and disconnection) Account creations and terminations Working in hand with HR and Legal in regards to all compliance issues Grant permissions to shared drives as well as Outlook permissions Responsible for day to day oversight and customer morale Solely responsible for top executive and their respective teams IT needs including the CEO, President and Chairman of the firm Monitored company-wide trouble ticket queues. Completed remote repairs involving software solutions and hardware repairs. Incorporated feedback and recommendations from other staff members when modifying software. Help Desk Analyst Newmark Knight Frank - New York, NY August 2009 to April 2012 10017 Provided Tier 1 support for all users Provided Tier 1 support for all users nationally Mobile support for Blackberry, Smartphone IOS & Android Prioritized users request and responsible for getting their issues to the right support group Managing ticket queue Resolved break/fix issues, wireless connectivity, Network/local printer installs Responsible for all mobile devices associated with corporate accounts (purchasing, upgrading and disconnection). Communicated with vendors to resolve network outages and periods of reduced performance. Worked extensively with Angus Systems to schedule and store reports. Served as a liaison between the user community and software providers. Education Associate of Arts Essex County College - Newark, NJ Skills Active directory, Exchange, Remote access, Queue management, Desktop administration, Technical support, Performance testing, Inventory, Microsoft exchange, Microsoft office, Microsoft office 2010, 2013, 2016 & Office 365 (10+ years), Windows 10, Windows 8, Help desk, Help desk support, Service desk, Maintenance, Hardware troubleshooting, Desktop Support, Tech Support Links <https://www.linkedin.com/in/anthony-ayala-2818375a> Additional Information SKILLS Active Directory Remote access support Help Desk Support - Queue Management Mobile device management Windows7, Windows 8 & Windows 10 Hardware Inventory Microsoft Office 2010, 2013 & Office 365 Collaboration Technical Support Print servers maintenance Desktop Administration Performance testing Service Desk Microsoft Exchange Virtual Private Network Leadership Computer Hardware Software Installation Computer Hardware Troubleshooting

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