

IT Support Technician IT Support Technician IT Support Technician - Sports Warehouse. Inc
Atascadero, CA Work Experience IT Support Technician Sports Warehouse. Inc March 2015 to
Present SLO, CA * Responsible for Solarwinds Web Help Desk server and
upgrades/deployments/ticketing setup, client setup, hardware tracking and asset synchronization.
Performed duties in regard to ticket requests and user needs. * Developer of core Intranet using
Drupal and Open Atrium for training, documentation, and directories. Some SQL database
administration included. * System Administrator for Windows 2012 R2 server and Intuit Quickbooks
files and workbooks, all core company accounting files. * Ran core Retrospect server for all client
backups across all companies and rotates data sets in coordination with schedules and data limits.
* Responsible for all documentation of troubleshooting for all enterprise software, client software,
and client workflows. * Provides software and hardware support for over 300 iMacs and Windows
machines in addition to workstation deployments and data recovery. Front End Web Developer
Sports Warehouse. Inc August 2013 to March 2015 SLO, CA * Wrote and implemented core web
design for desktop and mobile layouts using HTML, CSS, Javascript, JQuery, PHP, JSON, XML,
and proprietary scripting language. * Coordinated and managed all Google Adwords feeds and Bing
marketing feeds with Marketing team. * Conducted weekly and monthly meetings for web best
practices to educate teams and implement web standards and security goals. * Optimized back
end proprietary code with owner and team for point of sale system and various ecommerce
platforms. Education A.A. in Computer Information Systems Santa Barbara City College - Santa
Barbara, CA July 2016 Skills TRAINING, DOCUMENTATION, Desktop Support, Service Desk,
Active Directory, MAC, Tech Support, Help Desk, Tech Support, Help Desk Additional Information
SKILLS & INTERESTS * Skills: Documentation planning; strategic partnerships; troubleshooting
modeling & managed service partnerships, accountability with regards to customer/client training;
server management.

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