

IT Support Specialist II IT Support Specialist II IT Support Specialist - Home Alliance Van Nuys, CA  
3+ years of experience IT support specialist with excellent problem solving, analytic, decision-making skills. Detail-oriented, self-motivated, able to work in fast-paced, dynamic environment. Able to work independently or part of a team under pressure and against deadlines. Authorized to work in the US for any employer Work Experience IT Support Specialist II Home Alliance - Van Nuys, CA November 2018 to Present Structured user's in company domain by Active Directory. Optimized company group policies by decreasing the danger of penetration into the system through domain controller. Redesigned network topology in Philippines branch (call center) by increasing speed and designing redundancy system through remote session. Implemented multi-user session on QuickBook server by structured data flow to local PC's from QB server. Optimized voice trunks by increasing quality calls by cisco router and 3CX web interface. United all printer to one VLAN by reducing errors and installation processes to be easy by design new topology on Cisco router. Increased speed on PC's by 20% through migration operation system from HDD to SSD. Implemented firewall rules on Amazon web server by creating priority trunks from company servers through AWS console and updating Debian on AWS instance (voice IP server). Involved knowledge: Windows server, Cisco, AWS, Linux, remote access, SSH, AD, GPO, Network, Cyber security, LAN, Hardware. IT Support Specialist I Emerald 777 - Burgas January 2016 to March 2017 Increased speed on virtual machines by changing old hardware and installing more power. Increased Internet speed through Wi-Fi router by configuring channels. Implemented MAC-filter through mac-table for reduced penetration. Optimized Windows machines by reinstalling Windows 8.1, 10. Decreased errors from windows server by optimizing DHCP, DNS by domain controller Created access rules by implementing password rules through group policy. Optimized paths to find needed files through structured files system by establishing file manager Involved knowledge: Wi-Fi, Network, Computer hardware, Windows server, GPO, AD, Filezilla. Project Manager Yogaclublotus.ru - Koh Samui July 2011 to December 2015 \* Created and implemented general idea online shop by company manifesto \* Optimized daily orders and responsible for the sales and profits of the e-store by automation. \* Increased sales through provide

exceptional customer service and resolve customer problems or complaints by determining optimal solutions \* Implemented different e-marketing channels such as social media (Facebook/Twitter) and search engine optimization. \* Decrease cost through united processes store operational issues, including store housekeeping, store administrative duties, physical inventories, price changes.

Education Certification in AWS, Python Linux Academy January 2018 to Present Associate in Cisco CCNA Brand College - Glendale, CA January 2019 to April 2019 Associate in Cyber security analyst GeekBrains University - Moscow June 2017 Skills Active Directory (2 years), Vmware (Less than 1 year), Linux (4 years), Networking (2 years), System Administrator (2 years), Troubleshooting (4 years), Hyper-V (Less than 1 year), Network Security (1 year), Hardware (4 years), Cisco (1 year), C++ (Less than 1 year), Python (Less than 1 year), Windows (4 years), Windows Server (2 years), Linux (4 years), Amazon web service (Less than 1 year), Mac OS X (5 years), LAN (2 years), Wan (2 years), Penetration testing (1 year), System Admin, Linux Administrator, Docker (Less than 1 year), MAC, Tech Support, Desktop Support, Help Desk Links <https://www.linkedin.com/in/roman-brick-a38bb714a/> Certifications/Licenses Driver's License Additional Information In process study - Python, Linux, VmWare, Windows Exchange, AI - technology.

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