# technical skills

* Monitoring data system: DDC/DGLUX, Synapsense, Delta V, StruXureWare Data Central, StableNet, Secure CRT Voxida Voice Recording, Phoenix
* Telepresence: Video conferencing codecs, Bluejeans, Zoom, WebEx & Bomgar’s remote control software.
* Ticketing/documentation: Remedy, ServiceNow, HPSM, Drupal.
* Telecom/ communication support: Cisco Unified Computing System, Avaya Communication System Manager, Avaya Site Administration, Cisco Call Manager, Cisco Jabber Pigeon, Nortel CS2100, Ascom wireless phones, Unified messaging, E911 & Lenel card systems.
* Paging system: Spok & SBAN, operator service platform, campus card systems, cable/modem services- CableBridge.
* Windows7 & Windows10
* Version 10.9 Mavericks- Version 10.12 Sierra
* Multiple monitor setup
* Networked printer setup
* RSA, Juniper & Cisco VPN, Avaya VPN
* 64 WPM
* Google suite, Gdrive, Google Doc’s, Gmail, Hangout, Google Plus & Google sites platforms
* Stanford Applications: PeopleSoft Axess, BI reporting, Sentinel, Infosim, & Nagios.
* HTML & CSS

# Experience

## **Stanford University**, Stanford, Ca

## Information systems analyst 2 April 2015 to present

* Monitoring alerts & alarms for the University, adult & children’s hospital. Providing end-to-end Incident Management through creating accurate & timely Service Alert records, including Client versions, coordinate work efforts & maintain tools for effective communication, initiating appropriate client & Subject Matter Expert (SME) communication during service outages, own & manage outcall notification & communication with clients and vendors.
* Providing support for IT Services Backup and Storage- Handling tape loads, ejects, labeling and packing for off-site

shipment, operator Interventions, monitoring status of backup jobs and restarting backup systems when applicable.

* Handling service alerts, triaging emergencies, monitoring services & application repairs.
* Handling daily operations through incidents, task, request, outages and engineering technology solutions that drive the company growth.
* Primary support system for communication division including voice & telephony, in addition to coordinating the IT services & Administrative Systems Satellite Operations Center/ Disaster Recovery efforts.
* Organizing, planning & managing small projects of various topics from networking to telephony within the University & Hospital.
* Training new hires & teaching other departments how to triage, troubleshoot & escalate tickets critical to daily operations.
* Acting as stand in shift lead & overseeing 1-3 employees per shift.

## **Genentech**, redwood city, Ca

## systems Analyst 1 Feb 2014 to April 2015

* Answered calls for Genentech & Roche employees as a Service Desk Analyst providing world class support using

HP service desk Management, database ticketing system.

* Provided technical solutions approximately 20,000 users including executives, commercial sales organization, and focused support to our research, development, and manufacturing communities.
* Operated in Active directory to unlock Genentech & Roche user’s when locked out of Genentech’s Internal Network using VPN token software.
* Backed up Genentech & Roche employee’s data, using Crashplan’s cloud storage software, to enhance network security & protection.
* Completed daily web requests for Genentech’s employees using HPSM database ticketing system software & Remedy to meet SLA, response obligations.
* Troubleshot, & resolved technical issues using Bomgar’s remote control software.
* Collect & document information for each call to ensure ticket requests are routed to the proper departments if not resolved.
* Experience in imaging systems with corporate image. Data Transfer, backup & hardware diagnostics.

## Education

#### Bachelor of Arts, International Relations **2010**

• Graduated APALI 2009-Asian Pacific American Leadership Institute program. As a result of participating in internship, hired as an Outreach Coordinator for Vision New America.

• Interned for State Majority Leader Ellen M. Corbett, District 10 in San Leandro, CA.

* Participating in University IT 2016 & 2017 Mentoring Program.
* Lynda.com: Online Video Tutorials & Training
  + Project management fundamentals –**Completed Sept 2016**
  + Project management simplified – **Completed Nov 2016**
* **Stanford Advanced Project Management** 
  + Converting Strategy into Action, **Completed Feb 2016**
  + Executing Complex Programs, **Completed April 2016**
* **Agile Learning Labs** 
  + Intro to SCRUM, **Completed August 2017**
  + Certified Scrum master, **Completed September 2017**