Jose I Trana

IT Professional

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| SUMMARY | | | | |
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| Goal oriented and experienced IT professional in Microsoft Windows, network administration and security, with expertise in end user support in both medium to large scaled IT infrastructures. | | | | |
| SKILLS | | | | |
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| Technical Skills | Active Directory, Apple Airport Express, Apple Time Capsule, Domain Controllers, Group Policy, Network Configuration & Support, Thin Clients, POS Systems, RAID Configuration, Surface Pro 2 & 3, TCP/IP, DNS, DHCP, OSI Model, VPN, Hyper-V, WSUS, Server Racks, VLAN’s, PowerShell | | | |
| Operating Systems | Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows Server 2003, Windows Server 2008, Windows Server 2012, VMWare ESXI 6, MAC OSX, Windows RT | | | |
| Applications | Kaspersky Security Center 10, Microsoft Deployment Toolkit, Norton Ghost Suite, PAR Pixel Point, Solar Winds, Windows AIK, Windows Deployment Services, IDRAC, Microsoft Office 2010, Microsoft Office 2013, Microsoft Office 365 Web | | | |
| EXPERIENCE | | | | |
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| Network Support Technician  06/2014 – 03/2015 | | Cima Telecom Group   * Install, troubleshoot, repair and maintain network elements and equipment to ensure optimum network usage and quality. * Responded to all client requests for technical support by phone, email and the inter-office chat service. * Managed application patches, data backup, security changes and network configuration. * Provided hardware and software maintenance at server level. * Configured group policies for security and best practice services. * Documented reports such as, purchases, hardware/software inventory, troubleshooting procedures, and network usage to maintain organized structure. * Used ticketing system to document all user request and issues. * Install workstations and servers for both Windows and Linux. * Maintain WSUS server and document all system patches. * Maintain Kaspersky Security Center server for all AV solutions. * Maintain VMware server and all new and existing VM's. * Support network accounts, passwords, Remote VPN, and e-mail to maintain user productivity. * Microsoft Office 365 management for all Office suite issues and stability. * Solar winds server usage to keep track of all new and existing critical machines. | | |
| IT Support Analyst  01/2014 – 06/2014 | | T-Shirt Central   * Provide lead role in department. * Providing primary support for end users by managing the deployment and maintenance of all client hardware and software. * Developing efficient methods for managing end user systems to minimize downtime. * Accurately managing IT asset inventory and software licensing compliance. * Performing hardware repair and maintenance. * Assisting in the preparation of department budgets and business plans involving purchasing new services, hardware, software, and other IT supplies. * Documenting technical information and processes for existing and newly developed functionality to provide suitable and up-to-date system support. * Maintaining data quality and integrity within the system Reviewing and recommending continuous improvement of the system. * Responsible for daily back up maintenance which include verifying successful backups and alternating backup drives. * Ensuring the effectiveness and operation of all systems. * Performing hardware repair and maintenance. * Ensuring software updates are tested and applied in a timely fashion. | | |
| Pos Systems Technician  06/2012 – 11/2013 | | Data-Pos Inc   * Maintaining in-house and restaurant computer systems including, desktops, POS terminals, and peripherals. * Installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. * Accurately document instances of hardware failure, repair, installation, and removal. * Providing support and administration to Windows XP and Windows 7 client computers and terminals along with ***PAR Pixel Point POS software.*** * Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs. * Configuring, maintaining, and support t of all client software including menu items, menu pages, modifiers, user setting, and specifications according to client needs. * Configuration of Windows server 2003/2008 with RAID integration. * Aid in development of business continuity and disaster recovery plans. * Evaluate and recommend hardware products for purchase. * Work with end users to identify and deliver required PC service levels. * Provide training and support to, end users and staff on computer operation and other issues. | | |
| Computer Technician Intern  10/2011 – 01/2012 | | PCD Business Solutions   * Confidently explain the company’s products and services. * Handling incoming/outgoing calls. * Installing/configuring new computers/telephones. * Repairing/upgrading PC and Mac hardware and software. * Troubleshooting printers/scanners/copiers. * Maintain inventory of equipment and supplies (cables, adapters, etc.) * Researching, learning, and evaluating new software. * Documenting systems. * Onsite support and emergency response | | |
| EDUCATION | | | | |
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| Associates in Network Systems Administration  2009 – 2012 | | | DeVry University  Miramar, FL | |
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| CERTIFICATIONS | | | | |
| Microsoft Certified Technology Specialist (MCTS)  Windows 7, Configuration  Windows 7 and Office 2010, Deployment   * **PURSUING CCNA 200-120** | | | | Certification Number : E881-9634  Certification Number : D787-3196 |