Jay Garcia

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**Technical Skills**

* Experienced User of Window operating systems/ MS Office Suite. Microsoft server (2008 - Present), Active Directory. Group policy management. IIS, Power shell. Configuration of antivirus software (SOPHOS).
* Proven experience of MSI configuration and deployment in Group Policy management, MSI deployment via SCCM.
* Experienced user of chrome OS/ G-suite console.
* Root Cause analysis
* Configurations of Network Management tools such as Wireshark, Microsoft network monitor.
* Web development: HTML5. Word-Press website creation & management. Experienced user of notepad ++. HTML 5 and Web server Maintenance.
* Experience user of Linux/Apple MAC. Package Installation on apple mac operating system (terminal, activity monitor).
* Experience in configuring VMware operating systems (Windows/ Linux).

**Employment History**

**Dataspire Solutions Limited (July 8th 2019 - Present)**

**On site Technician at Wellacre Academy School**

***Main Responsibilities***

* Monitoring Windows Server 2008 R2, 2012 R2
* Managing Users and PCs using Active Directory / Salamander
* Root Cause Analysis
* Troubleshooting Microsoft, Google and SIMS
* VMware (basic skills)
* Testing software for the school to ensure that it does not affect the server
* Attending Meetings
* Covering different School Sites around the UK (Covered for Rugby free Secondary School / Wooton Park High School)
* Monitoring all Computers on site to ensure they are working accordingly
* Building New PCs
* Accepting New projects every Half term / Summer Holidays.
* Managing users on Microsoft Azure
* DHCP and DNS
* Configure / Troubleshoot VPN for finance
* Troubleshoot Selima Payroll
* Troubleshoot Inventry
* Maintaining Sophos AV

***Projects I have achieved***

* Upgraded the whole school to windows 10
* Fitted new pcs for the whole school
* School Site Covering
* Installed Papercut
* Impero Software install
* Network testing for the whole school
* Installed Selima

**eSafe Global ltd (November 19th 2018 – July 5th 2019)**

**Senior Technical Support Engineer (1st/ 2nd line – Application installation, deployment and management)**

***Main responsibilities:***

* The creation of application (MSI's/mac) packages and configuring deployment via multiple platforms (group policy management, SCCM).
* Developed expertise in how our software operated from the client to server side.
* Ticket creation and case management in salesforce.
* Internal/ external customer support management
* Root cause analysis.
* Apple MAC package creation and installation.
* Deployment configuration via G suite.
* Windows Server AD, GPO configuration and deployment. Internet Information Services.
* My SQL Server - database analysis and integrity management.
* Expert knowledge of salesforce – case creation, management, escalation.
* Created and managed a centralized knowledge base for known issues to help support staff.
* Updated existing documentation and created user guides for use by new support staff. I also helped train new staff on all support processes.
* Basic configuration of Sophos Central and endpoint protection.
* Document each case from beginning to end.

**RM Education (November 2016 – November 16th 2018)**

**On site Engineer at Buile Hill Visual Arts College**

***Main responsibilities:***

* Ensure that all equipment are working accordingly
* Accepting New Projects
* Providing training to the staff members – for Microsoft 365 / Gsuite / Windows 110
* Attending Meetings
* Troubleshooting Microsoft, Google and SIMS
* Providing training to staff – for programming and coding (HTML)
* Monitoring server and network
* Testing New Software for the school
* Creating / Changing passwords via CC4 / Active Directory
* Troubleshoot Inventry

***Projects I have achieved***

* Upgraded the whole school to windows 10
* Fitted new pcs for the whole school
* Installed Papercut

**Summary Of Previous Employment | Work experience**

***Previous Employment:***

* Home Bargains (Sales Assistant) – February 28th 2016 – November 12th 2016

***Work Experience:***

* British Army (Army Trainee) – July 8th – July 11th 2013
* IT Technician (Ellesmere Park High School) – May 4th – May 6th 2015

**Academics**

**QA Apprenticeship Manchester**

**Advanced Level 3 Computer hardware and software**

***I have earned the following qualifications:***

Networking Fundamentals, Mobility Fundamentals, Cloud fundamentals, Business process and Coding

**Eccles Sixth Form College (September 2014 – June 2016)**

**BTEC Level 3 Computer Hardware and software – Obtained 3 merits**

**Personal Details & Interests**

Normally, in my spare time I love to play sports, explore the world and learn new things. The sports that I normally play is basketball, however I also love to play different kinds of sports such as football, swimming and table tennis. I am not good with these sports but the only reason why I play these sports is because I love learning new things and it also keeps me fit and healthy.

**References**

***Current employer and additional references available upon request***

**Please, do not make contact with a reference until authorisation is given.**