

# Geneve (Gene) Reyes

SF Bay Area, CA | 415.685.9464 | [GeneveReyes@gmail.com](mailto:GeneveReyes@gmail.com)

## Skills

<b>Technical:</b>	• Windows Server 2008	• Active Directory	• Virtualization
	• Windows XP, Vista, 7	• Mac OS X	• Ubuntu Linux
	• TCP/IP Networking	• Command Line	• Technical Support
<b>Programming:</b>	• Ruby	• JavaScript	• HTML5/CSS3
<b>Language:</b>	• English Bilingual Proficiency	• Filipino Native Proficiency	

## Experience

**IT Assistant** at ZS Associates, Inc. | San Mateo, CA Apr '13 – Current

- Provide level 2 technical support for 175 users encompassing software and hardware troubleshooting while effectively explaining technical problems and solutions in easy-to-understand language.
- Coordinate with networking team in troubleshooting issues on the physical layer composed of enterprise-level routers and switches.
- Communicate with Associate to Principal-level users to schedule laptop hardware upgrades, data transfer, and backup. Performance reviewed by users and managers for outstanding Customer Service and positive attitude.
- Develop time management skills to pay my way through university studies.

**Admin. Assistant** at Spinal Diagnostics | Daly City, CA Mar '08 – Apr '13

- Spearheaded level 1 desktop support for 30 healthcare professionals.
- Co-headed policies and procedures project by researching, drafting, and implementing state and federal compliance requirements, which led to continued provision of care.
- Managed personal resources to pay my way through community college studies.

## Education

San Francisco State University 3.04 GPA  
BS in Business Administration: Information Systems Expected Dec 2014

- Awarded *CIO Scholarship* for undergraduates in the IS department, March 2014
- *Professional Development Officer*, Information Management Systems Association (F14-S15)

## Coursework

IT Project Management	Enterprise Network Mgmt.	Enterprise Data Mgmt.
Systems Analysis / Design	Information Security Mgmt.	Building Open Source Apps