

Geneve “Gene” Reyes

San Francisco Bay Area, CA

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Objective

Graduating senior in Information Systems actively pursuing opportunities in IT architecture, engineering, and architecture. Hard working and always ready to take initiative in both team-oriented and individual contribution projects. Performance recently reviewed for positive improvements in technical knowledge, business communication, teamwork, and excellent customer service. Also recently awarded the *CIO Scholarship Fund* in SFSU's College of Business for top students in the Information Systems department.

Education

San Francisco State University

Expected Dec 2014

BS Business Administration: Information Systems

GPA: 3.04

Awarded the *CIO Endowment Scholarship Fund*

March 2014

Cisco Network Fundamentals (Independent) • Managing Enterprise Networks • Information Security Management
Managing Enterprise Data • Systems Analysis and Design • Building Business Applications

Experience

IT Assistant at ZS Associates—SM, CA

April 2013 - Current

- Provides level 2 technical support for 150 users encompassing software and hardware troubleshooting while also effectively explaining technical issues and solutions in easy-to-understand language.
- Coordinates with networking team with troubleshooting and implementation at the physical layer comprised of enterprise-level Cisco routers and switches.
- Configures laptops for new and existing users by following detailed set of guidelines and best practices for effective rollouts, which forced my learning of Windows scripting for automated print driver installations.
- Communicates with Associate to Principal level users to schedule laptop hardware upgrades and data transfer, which encourages my learning of the value of time as an asset in the organization.
- Assists senior IT techs in hardware inventory management and rollouts, also constantly keeping track of hardware database to ensure effective delivery to users.

Admin Assistant at Spinal Diagnostics—DC, CA

March 2009 – April 2013

- Provided level 1 desktop support for 30 healthcare professionals from fast-paced registered nurses to high-pressured orthopedic surgeons, which helped develop thriving in both environments.
- Researched and drafted policies and procedures to comply with state and federal standards in physician credentialing, risk management, infection control, and information security. This project ultimately led to the approval of auditing parties that allowed the facility to move forward with operations.
- Performed daily clerical projects such as supplies inventory and safekeeping, front desk reception, and patient chart reorganization.

Skills

Windows • Mac OS X • Linux • Active Directory • VMWare • Cisco • SharePoint • MS Office Suite • Visio

SQL • C# • Oracle DB • JavaScript • HTML/CSS

Customer Service • Business Communication • Avid Learner • Self-Starter • Contributive • Detail-Oriented

English Bilingual Proficiency • Filipino Native Proficiency