

RESUME

HAROLD C. GONZALES

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SUMMARY OF QUALIFICATIONS

PROFESSIONAL QUALIFICATION-Information Technology

- (10) Years of extensive Information Systems management, and supervision
- I have comprehensive background in computer systems administration, IT infrastructure management, Network Management, IT supplier management and Project Management / Implementation.
- Developed and managed operating support for Storage Area Networks (SAN) , Network Attached Storage (NAS). Tivoli and Veritas Backup and Recovery, Extensive experience in assessing risks and controls over multi-platform server installations such as AS/400, Linux/ Solaris / Digital Open VMS Unix, Windows server 2000/2003/2008/2010, Novell 5.1,6.5 servers, MS Exchange and complex computerized application systems in a diverse range of industries. Including the administration of VMWare, HP SAN, Dell SAN, Cisco routers, switches and ASA Firewalls, HP Servers, Active Directory, Group Policy and Windows products.
- Extensive experience in overseeing the entire Help Desk staff responsible for providing IT support to the global Network Appliance employee base. This includes managing all processes, procedures, and systems related to the reception, identification, prioritization, and tracking of end user help requests.
- Implemented and developed internal IT policies and procedures, including architecture, security, and disaster recovery.
- Extensive background on Problem and Change Management System using Vantive and Remedy software for WEB.
- Has strong analytical, interpersonal, and communication skills, as well as the willingness and ability to learn new ideas and concepts quickly. A good mentor and a team player that also works well independently. Dependable and works effectively even under pressure. Service oriented, with positive and professional outlook.
- Have ability to successfully make sound business-oriented proposals to local functional management for the delivery of real business benefits through investments in information technology, systems and practices; and the ability to follow through on the agreed directions.

EDUCATION:

Masters of Science in Information Management
Bachelor of Science in Computer Engineering

EMPLOYMENT EXPERIENCE

CEO

FEB 2017 - CURRENT

B&D HOSPICE SERVICES

NORTH HOLLYWOOD, CA

- Responsible for the overall operation of B&D Hospice Services including implementation of growth and retention strategies, daily operations, and assuring financial stability,
- Additionally, responsible for the strategic planning process for the Hospice. Works with the staff to advance the strategic objectives of the organization, and to attain both the short term and long-term objectives of the organization.
- Develops and maintains key relationships and partnerships and be the champion of the shared vision for coordinated care financial risk capabilities. Collaboration with leaders, operations and finance leaders to ensure the continued development that supports improvements in care through broad active participation by a wide range of aligned groups.

Senior Manager

Sept 2011 – Oct 2016

Team Services

Burbank, CA

- Administers, maintains and troubleshoots the Infrastructure Technologies such as Server hardware , Operating Systems (Microsoft Windows Server 2003,2008 and 2012; Microsoft Windows , Linux servers (Oracle Red Hat Enterprise Linux, Ubuntu V11 -V12), AS/400 System, MS Exchange 2010 , Virtualization of Servers (VMware, Hyper V, Oracle Linux - SOA), Cisco Firewalls/VPN, Cisco MPLS, Cisco Call Manager VoIP, EFax – Exmedius Server, Dell SAN Storage, and other Network equipment (routers, switches firewalls).
- Manages and maintains enterprise VMware ESX infrastructure
- Manages and maintains Microsoft Exchange 2010
- Administers, maintains, and troubleshoots databases such as Oracle and MS SQL server including the database daily backup such as Export/Import procedure, MS SQL Native backup with DRP. Assists on the development of Business Intelligence in the company.
- Manages and supports business continuity and Disaster Recovery
- Develops and maintains disaster recovery procedures for the network and network resources.
- Establishes methods and procedures for use of the network systems including hardware, software, and communications devices. Coordinates and ensures the standard implementation of policies, procedures and systems operations with support personnel. Writes and/or maintains up-to-date documentation for network software and operational procedures.
- Oversees IT related projects and advises on ways to improve processes using the most appropriate technology.
- Coordinates with vendors for the acquisition of and contracting for hardware, software, and information technology services (including maintenance).
- Designs and configures an enterprise environment with appropriate hardware, operating systems software, applications software, and communications components to support business requirements.

- Consults with users and program management conducting information assessments to determine user needs and to define network solutions to meet user requirements.
- Analyzes and resolves network hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes.
- Conducts on-going network system audits to evaluate the utility and efficiency of the system's hardware, software, and communications components and the effectiveness in meeting management information needs.
- Evaluates and recommends network software and hardware for the enterprise system
- Monitors the hardware to ensure it is properly maintained.
- Ensures network equipment and software is meeting the needs of the program area as defined in the distributed processing plan and modifies the distributed processing plan as required.

Senior Network System Administrator

December, 2010 – July 2011

Emsertile,

Los Angeles, CA

- Manages LAN/WAN hardware equipment including routers, switches, load balancer and wireless network equipment.
- Provides support in all areas of networking including but not limited to LAN and WAN connectivity, security, DNS, DHCP
- Responsible for the maintenance of Windows Server 2003, 2007 and 2008 servers, Solaris Servers, Linux servers both physical and virtualized.
- Primary point of contact for all infrastructure services including VPN, RDP, and WAN
- Manages Security Solutions including Cisco ASA Firewalls, VPN administration, Spam control and filtering,
- Responsible for maintaining a VLAN network - Sonicwall Firewalls/Routers, Netgear switching, Cisco Routers and additional network equipment to keep our network infrastructure running.
- Maintains Tivoli Backup and Recovery Requirements
- SAN Management
- Leads efforts to diagnose and resolve network configuration, operating system issues when they arise
- Responsible for installation, maintenance and repair of personal computers including loading and unloading of operating systems and application software.
- Performs system monitoring, ensure fitness, availability and scalability
- Ensures Printing and Network reliability and availability
- Provides Telecom Support
- Provides JDE CNC Deployment Support
- Responsible for running a very busy Helpdesk and answering/fielding questions, resolving computer problems for staff in person, via telephone, or from remote location

Network and Computer Systems Administrator

October 1, 2009 – December 2010

Aerosup, Inc.

16525 Sherman Way, Ste C3, Van Nuys, California 91406, U.S

- Administer the day-to-day e-business of the company making sure that the internet website is always on-line. Monitor network connections and internet connections to ensure network availability to all system users. Perform necessary maintenance to support the network availability.
- Administer and monitor Internet Phone (VOIP) systems making sure that an effective and functional communication system is available at all times.
- Plan, coordinate, and implement network security measures to prevent any attack of hackers and computer viruses, and to protect data, software, and the systems hardware.
- Perform data backups and recovery operations. Diagnose, troubleshoot and resolve hardware and network/systems problems. To keep data secure and protected from catastrophic events, create security procedures and implement backup and recovery processes.
- Design, configure, and test computer hardware, networking software and operating software.
- Monitor network and system performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Develop standards and guidelines to guide the use of acquisition of software and to protect vulnerable information. Gather data to determine user requirements. Gather the information to design reports and forms so users can create data queries and interpret the results.
- Plan, schedule and supervise the installation and testing of computer products as well as improvements to existing computer systems. This includes installation of database, operating systems, software applications and establishing security measures.
- Work on complex design and systems integration issues including activities associated with communication, networking and server technologies.
- Develop methods for integrating different products so they work properly together, such as customizing databases to fit specific needs.
- Responsible for software maintenance and operation. Monitor relational systems to optimize system performance, resource use, and physical implementations of the system; address a variety of system integration issues including migration, integration, maintenance/conversion, capacity planning issues, and new applications.
- Responsible for understanding software requirements, planning, evaluating, and supporting operational software. Monitor and maintain system and network security and software.
- Monitor and manage backups, logs, and journals; install, maintain, and upgrade software; restore and/or recover data as required. Create, procure, and maintain various network and system related documents such as manuals and operation handbooks. Maintain a broad knowledge of state-of-the-art technology, equipment, and/or systems.