

Kenneth Torres

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Profile

Passionate and driven IT Administrator with a proven track record in effectively managing and optimizing critical systems such as Office 365, Active Directory, and Jira. Eager to further elevate my expertise and make a substantial impact in the field of Technology.

EXPERIENCE

IT Manager

Jan 2022 - Nov 2022

BC Law, Corona, CA

- Edited and implemented Group Policy changes resulting in a 20% reduction in security risks.
- Managed a user base of 80+ employees within Office 365 as a Global Administrator.
- Implemented Jira Service Desk resulting in faster ticket resolution time.
- Implemented cost-saving measures, reducing monthly costs by 15%
- Proficiently managed the onboarding and offboarding processes for users, ensuring accurate assignment of access levels and permissions while adhering to stringent security protocols.
- Conducted monthly security policy audits, ensuring compliance with industry standards.
- Successfully managed 10+ virtual network servers, achieving a high average uptime.
- Collaborated on the deployment of TLS/SSL certificates for 10+ web applications, ensuring data encryption and security compliance.
- Administered VOIP software solution, leading to reduction in communication costs and increase in call quality and reliability.
- Assisted in preparing 50% of the documentation required for SOC II certification.
- Ensured all security reporting tools were active and successfully logged 100% of technical audit trails.

IT Helpdesk Administrator

May 2019 - Jan 2022

FCL Lender Services, Anaheim, CA

- Proficiently manage the onboarding and offboarding processes for users, ensuring accurate assignment of access levels and permissions while adhering to stringent security protocols.
- Edited Group Policy to implement new security configurations, greatly reducing security risks.
- Achieved reduction in average ticket resolution time after implementing Jira Service desk compared to the previous helpdesk solution.
- Managed Office 365 accounts for 100+ users, ensuring smooth email communication and collaboration.
- Successfully administered Microsoft Exchange, achieving high average uptime for email services.
- Tracked and maintained an accurate inventory of 1000+ assets, reducing instances of misplaced equipment.
- Conducted daily backups of critical servers, achieving a 100% data recovery rate in case of system failures.
- Detected and mitigated many security threats, preventing potential data breaches and system compromises.
- Reduced printer downtime through proactive monitoring and timely troubleshooting.
- Patched critical vulnerabilities within hours of detection, improving the overall security posture.
- Ensured 100% compliance with company policies and industry regulations during monthly audits.
- Successfully deployed new computers, completing each setup within an average of 60 minutes.

- Helped staff on site and remote to troubleshoot software or hardware issues via Microsoft's remote assist
- Enabled 50+ remote employees to establish reliable VPN connections using SonicWall VPN, ensuring secure remote access.
- Achieved high success rate in diagnosing and resolving hardware problems, minimizing equipment downtime.

EDUCATION

Bachelor of Science in Computer Information Science & Technology Sep 2013 - Mar 2019

California State University - San Bernardino, San Bernardino, CA

SKILLS

Communication Skills, Microsoft Office, Active Directory, GPO, Azure Active Directory, Office 365, Customer Service, Virtualization, Jira, Ticketing System, Computer Hardware, Cloud Computing, Windows, Troubleshooting, Software Platform Implementation, VPN, Exchange Server, VOIP, IT Support, SIEM