

Royce Whitaker

San Carlos, CA

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ABOUT

Seasoned IT professional with 8 years of experience, specializing in automation and server management. Skilled in PowerShell, Python, Bash, and Microsoft technologies, with a proven record of mastering new tools rapidly. As a collaborative team player, I am eager to solve complex problems and drive innovation.

EDUCATION

B.S., Engineering Technology at San Jose State University

Spring 2022

Major: Computer Network Systems Management

Minor: Business Management

CERTS

CompTIA Network+

February 2024

CompTIA A+

April 2019

EXPERIENCE

Sutro Biopharma, San Carlos, CA

March 2023 – Present

• Desktop Support Specialist

- Troubleshoot and triage service requests via face to face and/or remote access
- Work independently to ensure timely resolution of tickets
- Perform the creation & ongoing maintenance of SharePoint sites
- Secure SharePoint sites using industry best-practices and moving permission controls to Azure AD/On-prem AD security groups
- Manage hardware assets & software licensing of user computers
- Develop scripts and automations to provision user computers
- Integrate apps into an MDM (VMWare Workspace One/Intune) to facilitate silent app installations
- Support PC Refresh Program: replacing old computers with new computers; data and settings migration from old computers to new computers
- Create IT documentation for IT staff and user guides to reduce repetitive tickets

• Contract Desktop Support Specialist

March 2022 – March 2023

- Provide direct customer service to a cross-section of users
- Investigate a wide variety of issues and recommend solutions
- Provide Tier 1 technical support to the QC labs and MFG suites in a GxP environment.
- Perform computer upgrades and installs
- Support diverse systems: iPhone, data backups, Microsoft Office 365 on Windows & Mac systems, Microsoft Active Directory, Microsoft Exchange mail server, and antivirus software
- Assist with Windows patch management and security updates of user + lab machines
- Troubleshooting, resolving, and identifying root causes
- Perform user, lab, and GMP software installations

Harbor Electronics, San Jose, CA

August 2021 – March 2022

• **Assistant System Administrator**

- Troubleshoot Microsoft Office 365 and Active Directory
- Maintain company infrastructure: domain, thin clients, and servers. Including routers & switches
- Manage Microsoft Active Directory & network folders
- Troubleshoot business-critical machines and devices running everything from Win. XP to CentOS
- Support in-production Printers, Microscopes, Cameras, Drill Machines, Lamination Machines, Engineering Machines, and thin clients.
- Perform remote support with ConnectWise Control, VNC, & TeamViewer

San Jose State University, San Jose, CA

September 2017 – March 2022

• **Senior IT Support Specialist**

- Provide IT support to 200+ employees & students
- Conduct maintenance and repairs on a wide array of computers in an enterprise environment
- Maintain Microsoft Active Directory & network folders
- Secure critical local web services used to manage work orders and company assets

PROJECT

Network Share to SharePoint Migration

February 2023 – April 2024

Sutro Biopharma, San Carlos, CA

Goal: Move department file shares onto SharePoint to improve collaboration, security, and accessibility of documents

Strategy: Scan department folders for optimal files (Office documents & PDFs). Work with departments directly to decide what can be archived, what needs to stay on the network share, and which files would be best served from SharePoint

- Queue tasks for migration agents to perform as resources become available
- Verify integrity of moved files and restrict access to the source directories
- Architect security groups and settings to allow for collaboration where possible while also observing the principle of least privilege and confidentiality

**RELEVANT
COURSES**

Programming Concepts

Networking Theory & Application

Cloud Computing

Network Administration

Connected Products

Cyber Security

SKILLS

Ticketing

Connectwise

Zendesk

Cloud

Azure

Office 365

Linux Server/Desktop

Programming

Python

JavaScript

PowerShell

Tools

Active Directory

VMWare ESX & vCenter

MDM

VMware Workspace One

Intune

Zoom

Microsoft

Windows Server

Azure

Active Directory

SharePoint Online