

Royce Whitaker

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EDUCATION	B.S., Engineering Technology at San Jose State University Computer Network Systems Management Focus: Networking & Security Minor: Business Management	May 2022
RELEVANT COURSES	Programming Concepts Cloud Computing Connected Products Networking Theory & Application Network Administration Cyber Security	
PROJECT	Network Share to SharePoint Migration <u>Sutro Biopharma</u> , 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 <ul style="list-style-type: none">• 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	February 2023 - Present
EXPERIENCE	Desktop Support Specialist <u>Sutro Biopharma</u> , San Carlos, CA <ul style="list-style-type: none">• 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) 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 help reduce repetitive tickets	March 2023 – Present
	Contract Desktop Support Specialist <u>Sutro Biopharma</u> , San Carlos, CA <ul style="list-style-type: none">• Provide direct customer service to a cross-section of users• Investigate a wide variety of issues and recommend solutions• Provide Tier 1-3 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	March 2022 – March 2023

Assistant System Administrator**August 2021 – March 2022**Harbor Electronics, San Jose, CA

- 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

Senior IT Support Specialist**September 2017 – March 2022**San Jose State University, San Jose, CA

- 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

CERTIFICATION CompTIA A+**April 2019 – April 2022****SKILLS****Ticketing**

Connectwise
Zendesk

Cloud

AWS
Office 365
Monday.com

Programming

Python
JavaScript
PowerShell

Tools

Active Directory
Macrium Reflect (imaging)

MDM

VMware Workspace One
Zoom (Device Management)