

Royce Whitaker

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OBJECTIVE	Proven IT support technician skilled in customer service and ticketing systems seeking a career as an IT Support Specialist. Extensive help desk experience and knowledge of programming, computer software and hardware.		
EDUCATION	B.S., Engineering Technology at San Jose State University, San Jose Computer Network Systems Management Focus: Networking & Security Minor: Business Management		May 2022
PROJECTS	Virtual Desktop Infrastructure Deployment sjsu.edu/as/departments/print-technology-center <ul style="list-style-type: none">• Worked collaboratively with various IT departments to coordinate feasibility, testing, & deployment• Deployed CISCO VDI to a computer lab and print shop (50+ devices)• Developed images with Microsoft Deployment Kit (MDT) to auto-install & configure apps		December 2019 - February 2020
CERTIFICATIONS	CompTIA A+ AWS Academy Cloud Foundations		April 2019 – April 2022 May 2021
WORK EXPERIENCE	Assistant System Administrator Harbor Electronics, San Jose, CA <ul style="list-style-type: none">• 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. IT Support Specialist San Jose State University, San Jose, CA <ul style="list-style-type: none">• 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• Help 'drop-in' student customers troubleshoot computer & mobile issues Web Developer Fort Bragg Electric, Fort Bragg, CA <ul style="list-style-type: none">• Developed customer facing website designed from the ground up to promote customer engagement• Secured CMS to the latest security standards and implement strict security policy• Developed custom add-ons for the backend to replace legacy applications• Installed local network for Windows administration and interconnectivity between workstations		August 2021 - Present