

# Royce Whitaker

Oakland, CA

[linkedin.com/in/royce-whitaker](https://www.linkedin.com/in/royce-whitaker)

[roycewhitaker@rocketmail.com](mailto:roycewhitaker@rocketmail.com)

EDUCATION	<b>B.S., Engineering Technology at San Jose State University</b> Computer Network Systems Management Focus: Networking & Security      Minor: Business Management	<b>May 2022</b>
RELEVANT COURSES	Programming Concepts      Cloud Computing      Connected Products Networking Theory & Application      Network Administration      Cyber Security	
PROJECT	<b>Network Share to SharePoint Migration</b> <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"><li>• Queue tasks for migration agents to perform as resources become available</li><li>• Verify integrity of moved files and restrict access to the source directories</li><li>• Architect security groups and settings to allow for collaboration where possible while also observing the principle of least privilege and confidentiality</li></ul>	<b>February 2023 - Present</b>
EXPERIENCE	<b>Desktop Support Specialist</b> <u>Sutro Biopharma</u> , San Carlos, CA <ul style="list-style-type: none"><li>• Troubleshoot and triage service requests via face to face and/or remote access</li><li>• Work independently to ensure timely resolution of tickets</li><li>• Perform the creation &amp; ongoing maintenance of SharePoint sites</li><li>• Secure SharePoint sites using industry best-practices and moving permission controls to Azure AD/On-prem AD security groups</li><li>• Manage hardware assets &amp; software licensing of user computers</li><li>• Develop scripts and automations to provision user computers</li><li>• Integrate apps into an MDM (VMWare Workspace One) to facilitate silent app installations</li><li>• Support PC Refresh Program: replacing old computers with new computers; data and settings migration from old computers to new computers</li><li>• Create IT documentation for IT staff and user guides to help reduce repetitive tickets</li></ul>	<b>March 2023 – Present</b>
	<b>Contract Desktop Support Specialist</b> <u>Sutro Biopharma</u> , San Carlos, CA <ul style="list-style-type: none"><li>• Provide direct customer service to a cross-section of users</li><li>• Investigate a wide variety of issues and recommend solutions</li><li>• Provide Tier 1-3 technical support to the QC labs and MFG suites in a GxP environment.</li><li>• Perform computer upgrades and installs</li><li>• Support diverse systems: iPhone, data backups, Microsoft Office 365 on Windows &amp; Mac systems, Microsoft Active Directory, Microsoft Exchange mail server, and antivirus software</li><li>• Assist with Windows patch management and security updates of user + lab machines</li><li>• Troubleshooting, resolving, and identifying root causes</li><li>• Perform user, lab, and GMP software installations</li></ul>	<b>March 2022 – March 2023</b>

**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**

Azure  
Office 365  
Linux Server/Desktop

**Programming**

Python  
JavaScript  
PowerShell

**Tools**

Active Directory  
VMWare ESX 7 & vCenter  
Macrium Reflect (imaging)

**MDM**

VMware Workspace One  
Intune  
Zoom (Device Management)

**Microsoft**

Windows Server 2019  
Active Directory  
SharePoint Online