

Abdias Colin

San Juan Bautista, CA 95045 | colin.obadiah@gmail.com | (831) 319-2283 | www.linkedin.com/in/abdias-colin

HIGHLIGHTS / QUALIFICATIONS:

- Passion for technology and staying up to date on newest advancements as well as educating others
- Proficient with Microsoft 365 tools and services (Azure, Azure AD, O365, Intune, Endpoint Manager, Exchange, SharePoint, Auto Pilot, MFA)
- Committed to superior customer service & support with strong people skills working effectively with a diverse workforce
- Dependable team player with solid oral and written communication, with the ability to work with all management levels
- Bilingual/biliterate/bicultural in Spanish

CERTIFICATIONS:

- Microsoft Power Platform Fundamentals
 - Microsoft 365 Fundamentals
 - Microsoft Azure Fundamentals (in progress)
 - CompTIA Security+ (in progress)
 - CompTIA A+ (expired)
 - Sophos Engineer
-

WORK EXPERIENCE:

RVS Technology Group – Watsonville, CA, **Systems Administrator**

September 2018 – Present

L1 Support Technician - September 2018 – January 2020

Senior IT Support Technician - January 2020 – January 2021

Senior IT Lead Support Specialist - January 2021 – January 2023

Systems Administrator - January 2023 – Present

- Provide technical support and troubleshooting assistance to end-users, resolving issues promptly to minimize downtime.
- Troubleshoot and maintain software and hardware performance, ensuring optimal system uptime.
- Leverage Microsoft tools and services to bring clients up to industry standards and enhance their IT infrastructure (Azure, Azure AD, O365, Intune, Endpoint Manager, Exchange, SharePoint, Auto Pilot).
- Utilized Microsoft's Power Platform to design and implement automation solutions, significantly improving business processes and saving time, money, and resources.
- Conduct regular security assessments and implement necessary measures to safeguard against cyber threats and breaches.
- Manage software licenses and maintain compliance with software vendor agreements.
- Document system configurations, procedures, and troubleshooting steps to create a comprehensive knowledge base.
- Manage user accounts, permissions, and access controls to ensure data security and compliance.
- Collaborate with cross-functional teams to plan, implement, and support IT projects and system upgrades.
- Conduct regular system backups and disaster recovery planning to safeguard critical data and ensure business continuity.
- Implement network infrastructure improvements to enhance connectivity, reliability, and overall system performance.
- Monitor system performance, identify bottlenecks, and implement necessary optimizations for improved efficiency.
- Stay updated with the latest industry trends and technologies to suggest innovative solutions and process improvements.
- Train new employees and conduct workshops to educate end-users about system functionalities and best practices.

Second Harvest Food Bank Santa Cruz County – Watsonville, CA, **IT Intern**

March 2018 – September 2018

- Maintain and improve information technology and critical business systems.
- Respond to IT support tickets and ensure quick resolution by addressing or escalating service requests.
- Identify and implement IT projects to improve efficiency and have a lasting impact.
- Setup and install hardware, software, printers, and operating systems for 40+ users.
- Administer and support mobile devices (phones, laptops, tablets) for email and VPN; allowed users to work remotely.

Cabrillo College – Aptos, CA, **Student Assistant III (NetLab)**

March 2018 – September 2018

- Assist in virtual machine deployment.
- Test and troubleshoot a variety of lab environments.
- Created and tested documentation used in coursework assignments for NetLab.

Cal Pacific Specialty Foods – Moss Landing, CA, **Customer Service Representative**

June 2016 – November 2017

- 1+ year of experience as Help Desk Support assisting the IT Manager.
- Delivered exceptional customer service to current and potential customer base including processing orders, answering questions and resolving issues.
- Worked closely with all internal departments and management levels to fulfill sales orders and ensure customer specifications were met and provided support to the Sr. VP of Sales and the Director of Sales.

Lineage Logistics (formerly Dreisbach Enterprises) – Moss Landing, CA, **Customer Service Representative**

February 2013 – January 2016

- Occasionally setup/upgrade workstations (install RAM, hard drives, shared network printers, IP phones, enable CAT6 ports).
- Created custom spreadsheets for management and employees to promote efficient and safe warehouse operations.
- Ensured all truck drivers and visitors followed proper SOP in accordance with food safety laws when in the facility.
- Shipping/Receiving involving scheduling appointments with customers and third-party carriers.
- Courteous and prompt customer service via phone, fax, email and face to face interactions.
- Inventory control through warehouse management systems (WMS) as well as troubleshooting of WMS

EDUCATION:

AS (Computer Networking & System Administration)

Fall – 2022 – in progress

Cabrillo College - Aptos, CA 95003

AS (Liberal Arts & Sciences)

2023

Cabrillo College – Aptos, CA 95003

High School Diploma

August 2005 – June 2009

Pajaro Valley High School – Watsonville, CA 95076