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**Supplier Comments:**

* Desktop Support: 10 years
* Active Directory: 8 years
* LAN/WAN: 10 years
* NOC: 10 years
* Windows OS 11 years
* Install/Troubleshoot 10 years

**Location:**

* I am in Oakland, CA and can work Hybrid.

**Availability:**

* He is available for interview prior 48 hours’ notice.
* He can join immediately.

**Summary:**

* IT Infrastructure Engineer II who focuses on proven methodologies to perform full lifecycle implementations of networking and security products which includes, but is not limited to collecting requirements, and developing Network Infrastructure a design, implementation, installation, and configuration, post-install testing and validation, operational management and monitoring, optimization and troubleshooting.
* Managed Vendors and Network Engineering Groups during the Data Center relocation of major systems such as Campus Wireless LAN/WAN; Active Directory, New Data Center Design and the New Network Operations Center (NOC) SCCM, Touch Point System Administration, Splunk, Cherwell, SharePoint, and MC Afee.
* Highly efficient in troubleshooting computer hardware and software issues
* Researching relevant fixes and implementing solutions.
* Managed the construction, installation, and relocation of Data Centers, Main Distribution Frame MDF rooms, Network cabling systems, Wi-Fi Systems, Security and Camera Systems, Card Reader Systems, and Audio/Video **Conference** rooms.
* Proficient knowledge of configuration with Cisco Layer 3 routers, and Layer 2 switches.
* Performed help Desk Support, Troubleshooting, System Administration, System Deployment, SharePoint.
* Ability to respond quickly, troubleshooting and resolve a network infrastructure problem in a methodical and effective manner
* Operating system installations & upgrades, including virtual machine VMware, Oracle Box - providing technical assistance for technologies that include Windows 10/8/7, MAC OX S macOS Sierra, Catalina (Laptops, Desktops & Thin Clients), Tablets, Cisco phones, Smartphones (iPhone and Android), and Microsoft Office Suite & Office 365
* Using Active Directory to manage group permissions along with remote desktop access [(Windows Remote Desktop, Bomgar, Team Viewer, Real VNC), Mail Order Management (MOM), web-based applications includingASP.net, and Virtual ACD]
* Disc imaging and on/off boarding employees and inventory of all deployed equipment (SCCM)
* Performing diagnostics and troubleshooting of system issues, documenting help desk tickets/resolutions
* Performing peripheral equipment and software installs and configurations, as well as wireless and LAN configuration and resolve access issues, and other desktop support functions
* Administrative, leadership, and management skills ITIL
* Excellent communication skills, customer service and support, positive attitude, and ability to prioritize and adapt quickly in a dynamic environment

**Skills:**

* Operating Systems (Windows 7, 8, 10 and XP) OX S, Yosemite, El Capitan, macOS Catalina, Ventura, Linux (Ubuntu) Exchange 2003/2008/2012, Operating system installation and troubleshooting
* Cisco Routers (3900, 2900, 2800, 1900, 1800, 800)
* Cisco Catalyst Switch (6500, 5500, 4900, 4500, 3000, 3100, 2900)
* Cisco ASA 5500 Series
* Video Conferencing

**Routing/Switching:**

* WAN, LAN, TCP/IP, Spanning Tree, BPDU, CDP, Frame-relay, PPP, ACL, Network Address Translation (NAT), Port Address Translation (PAT), Access Control List, RIP, OSPF, EIGRP, BGP, MPLS,SAN, SD-Wan, VTP, SNMP, SMTP, ARP, TCP, UDP, Static Routing, Stub Routing, VLAN Trunking, Multi-Area OSPF, VLAN, VTP, HSRP, VRRP, SVI, CEF, VPNs, Ether-channel, Port-fast.

**Security Technologies:**

* AAA, IPS/IDS, TACACS+, RADIUS, SSH, VPN, Cisco ACS, Data Loss Prevention, IPSec, IKEv2, Data Management Zone, Pretty Good Protection (PGP), Public Key Infrastructure (PKI), Internet Key Exchange Policy, Port Security, MAC Address Filtering, IPS/IDS, Palo alto Firewalls, Symantec, Meraki.

**Software:**

* Software installations including Windows Operating System
* HDD Data-wiping
* Installing peripherals and supporting software
* System delivery/setup Data management back up
* Recovery
* System restores
* Disk imaging
* Wipes
* Drive partitioning and Formatting
* Video Conferencing
* VMWare
* Oracle Box
* Ghost.

**Applications:**

* Cloud Microsoft Office 365, SharePoint
* Anti-Virus and Malware Removal (Bitdefender, Norton, McAfee, Security Essentials, Malwarebytes, Spybot, and Trend Micro)
* Remote Desktop Access (Bomgar, Windows Remote Desktop, Team Viewer, Real VNC) CRM [Mail Order Management (MOM)
* web-based applications includingASP.net, and Virtual ACD] Active Director
* Including Group Policy
* Kerberos and LDAP
* Wire shark
* Spice Works
* POST
* Nessus
* ShoreTel, Citrix, and SolarWinds.

**Education:**

* B.A. in Religious Studies, University of Alhambra, New York, NY (Graduated) 1996
* Paralegal Certification, Merritt College, Oakland, CA (Completed) 2010

**Certifications:**

* CCNA Router and Switch, 28 weeks training with Cisco Academy, Stride Center, Oakland, CA (Completed)
* CCENT, Cisco Academy Stride Center, Oakland, CA (Completed)
* CompTIA A+, Stride Center, Oakland, CA (Completed)
* CompTIA Security+, Stride Center, Oakland, CA (Completed)
* CompTIA Network+, Stride Center, Oakland, CA (Completed)
* Paralegal Certification, Merritt College, Oakland, CA (Completed)

**Professional Experience:**

**Bank of The West, San Ramon, CA**

**IT Infrastructure Engineer II Nov 2021 - Present**

* Provide direct end user support experience with an emphasis on quality resolution.
* Direct incident break/fix, application code deployment, configuration management, security management, engineering and implementation activities.
* Utilize ticketing system to document resolutions and prioritize requests while adhering to deadlines and SLAs
* Participate in patching and upgrades installs and supports hardware, software and services.
* Provided technical support to MAC and Windows desktop users in corporate environment, troubleshooting issues and resolving hardware and software problems in a timely and efficient manner
* Work in Active Directory and Mc afee to maintain users accounts and group security policies.
* Deploying and configuring desktop/laptop and Office 365 Migration and business productivity.

**TSPC TECH Solutions, San Francisco, CA Jan 2019 - Feb 2020**

**Networking and Desktop Support**

* Conveyed instructions remotely through phone communications and web chat.
* Participate in patching and upgrades installs and supports hardware, software and services.
* Provided maintenance and user support for numerous devices and operating systems
* Deploying desktop computers and peripherals as well as recording and tracking assets during deployment.
* Created multiple VLANs for data networks.
* Setup up new Windows and Mac Desktops and laptops for users, including configuring email accounts and installing necessary software applications.
* Responsible for Vendor coordination, Hardware and Software purchases, and SharePointSite updates.

**Ashlar Technologies, TX Mar 2018 - Oct 2018**

**Network Infrastructure Support**

* Troubleshooting, installation and configuration of a multi-site network topology.
* Configured routers and switches and monitored network performance.
* Maintained and troubleshoots LANs, WANs, and wireless networks, including routers, switches.
* Ensured and maintain reliable network connectivity for all servers, workstations, desktops, and other networking appliances.
* Maintain network monitoring tools, troubleshoot network issues and fulfil service requests.

**Eurogentic, Fremont, CA Sep 2016 - Jan 2018**

**Network Infrastructure Support**

* Analyzing computer network requirements and planning configuration.
* Allocating IP address, VLAN assignments, switch port assignments.
* Assisting remote users via phone and WebEx support sessions and setting up Video Conferencing.
* Evaluate and recommend new emerging technologies.
* Resolved network issues and participated in desktop troubleshooting diagnosis.
* Analyzed and resolved issues of LAN, WAN, and Remote Access.

**Perricone, San Francisco, CA Apr 2016 - Jun 2016**

**Network Engineer/System Admin**

* Employees: 500+
* Network Monitoring: Analyzes network activity and network problems to discover and prevent Bitdefender Automated Malware Detection errors.
* Configured and maintained Windows and Mac desktop and laptops, including installing operating system updates, software applications and security patches.
* Configured, and use of Meraki Dashboard and web-based monitoring platform for wireless access points. monitoring aspects such as bandwidth utilization, host identification, wireless radio channel and power settings,
* Monitored the LAN/WAN network environment including routers, switches, firewalls, and Internet access and software applications.
* Maintained MS Exchange Server – Performed troubleshooting and provided resolutions for server problems.
* Performed Enterprise Antivirus scanning and updates for corporate devices.
* Reviewed and modified access control lists (ACLs) on network switching and routing equipment as needed to maintain security standards

**CEI, Oakland, CA Sep 2015 to Feb 2016**

**Desktop Support/System Admin**

* Employees: 1,500+
* Performed network administration functions, set up network user accounts/permissions, reset passwords, and administered group policies via Active Directory.
* Troubleshoot trouble tickets to resolve basic technical problems with desktop computing equipment and Responds promptly to escalations for technical support via phone and email.
* Successfully managed the deployment of new technologies such as Office 365 Cloud Hybrid, Skype IM, and SharePoint.
* Improved collaboration and reduced commute times by implementing **Zoom**Video Conferencing.
* Created, modified, and reviewed Audit Logs, user documentation, Track/Monitor System Performance and activity Perform/Verify daily Backup, and Network WAN/LAN & Wireless Connectivity.
* Work with Helpdesk, Provisioning, Infrastructure Operations, Systems Engineering, IT NOC, Security and other teams to identify and resolve escalations and outages

**City & County of San Francisco Department of Technology (SFPD), SFO, CA Feb 2015 - July 2015**

**Desktop Support/Network Engineer, Team Lead,**

* Employees: 10,000+
* Team: 60+
* Technical assistance in person, via phone, and remotely for the following technologies: Windows, (Laptops, Desktops & Thin Clients), Tablets, Cisco phones, Smartphones (Android), and Microsoft Office 365.
* Assisted the Desktop Manager in supervision, training, and mentorship of student employees at the Help Desk and PC deployment team, with a specific focus on leading the team of Desktop Support students for Android deployment of 2,500 smartphones.
* Created tickets and implemented companywide communication to inform cross-functional team groups of impending issues and participated in weekly video conference call team meetings and equipment set up.
* Imaging and setups of laptops/desktops for end-user and/or new employees and inventory of all deployed equipment.
* Installs, configures and troubleshoots hardware including laptops, workstations, printers, phones, video conferencing units and mobile devices

**Stride Center Jan 2015 – Aug 2015**

**Network Engineer**

* Worked with OSPF, Cisco Routing and Switching of VLAN’s, EIGRP protocols.
* For LAN, setup straight thru/crossover/rollover cables and testing infrastructures and provided layer 2 and layer 3 support.
* Performed Layer 2 and layer 3 Cisco router and switch configurations.
* Responsible for tracking all support tickets and making sure each issue was resolved.

**Kaiser Permanente, Pleasanton/Oakland, CA, (Contract) Nov 2014 - Jan 2015**

**Desktop Support**

* Employees: 50,000+
* Team: 50+
* Installing and maintaining PC and MAC hardware and software
* Executing equipment replacement activity and Scan existing asset for applications and settings
* Receiving assets, moving equipment within and/or between facilities

**UCSF Medical Center, San Francisco, CA Jul 2014 - Oct 2014**

**Desktop Support**

* Employees: 5,000+
* Team: 50+
* Assist staff with the installation, configuration and ongoing usability of around 10,000 desktop computers PC and MAC, peripheral equipment Cisco phone, and software
* Interfaces directly with internal employees and various departments
* Completed quality assurance and control of desktop deployment.
* Support Security Standards (anti-virus/anti-spam/firewall/patching

**Hewlett Packard, Palo Alto/San Jose, CA May 2014 - Jul 2014**

**Lead Technician**

* Employees: 10,000+
* Team: 10+
* Refreshed hardware at Bank of America locations (PCs, desktops, Severs, UPS, monitors, MFP printer support, etc.)
* Executed equipment replacement activity, quality of work performed, and resolved network communication problems independently.
* Configuring Modems, Hubs and Webcam, Video Conference, Fax Server.
* Performed system backups and data recovery for server, data eradication on old equipment (using GDisk utility from Symantec), and Prepared assets for disposal
* Updating asset management system to reflect work performed, uploading files to Spice works and POST
* I logged inventory of all items being removed from site, staging equipment for build / image activity, and assisting and training technicians as needed.

**ReliaTech Computers, San Pablo, CA, Feb 2014 to Apr 2014**

**PC Technician**

* Employees: 200+
* Team: 15+
* Identified, researched, and resolves technical problems, and evaluated, design and implemented new systems (software and hardware) to increase productivity
* Performed system upgrades, driver installation, Wireless/VPN
* Maintained printers plus other office equipment: adding toner, clearing jams, troubleshooting error messages