

Patrick Sriprachandr

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Organized and reliable Developer and IT Support Professional. Client focused, goal oriented, and driven by enriching people's lives through technological solutions.

Experience

ICW Group

May 2021 - Present

Desktop Technician I

- Provide support to users with electronic hardware and software tools in an office environment.
- Configure, maintain, and support virtual machines with VMware's vSphere and Horizon solutions.
- Collaborate with multiple IT teams to employ software standards and optimize virtual machine environments.
- Assist in IT Service Management using ServiceNow.
- Support and maintain corporate Active Directory containing over 1000 members.
- Deploy multi-user software solutions using HCL BigFix.

Geek Squad, Best Buy Co., Inc.

Jan 2018 - May 2021

Advanced Repair Agent

- Performed diagnoses, troubleshooting, and repair of consumer electronics.
- Apple Certified iOS Technician under Apple's Authorized Service Program.
- Completed camera, battery, and screen repairs of Apple devices from iPhone 6 to iPhone 12.
- Translated high level technical terminology to end users that have little to no technical experience.
- Handled private client data through backup and recovery.

SeaWorld Parks and Entertainment, Inc.

Apr 2013 - Dec 2017

Park Operations Assistant Supervisor

- Lead front gate ticket sales, guest service, parking, and tollbooth operations.
- Completed fast-paced and short-term daily objectives.
- Managed a team of up to 200 to create excellent guest arrival experiences.
- Resolved ticket admission and guest experience conflicts.

Proficiencies

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|----------------------|--------------|-------------------------------|
| • VMware vSphere | • PuTTY | • Visual Studio Code |
| • VMware Horizon | • FileZilla | • PowerShell |
| • VMware App Volumes | • C++ | • Interpersonal Communication |
| • ServiceNow | • HTML | • Organization |
| • HCL BigFix | • CSS | • Problem Solving |
| • Active Directory | • JavaScript | |
| • Windows | • Python | |

Education

California State University, San Marcos

May 2020

Bachelor of Science, Computer Science