Patrick Sriprachandr

El Cajon, California - (619) 733-7222 - psriprac@gmail.com

Organized and reliable IT 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

- VMware vSphere
- VMware Horizon
- VMware App Volumes
- ServiceNow
- HCL BigFix
- Active Directory
- Group Policy
- Windows
- macOS
- Ubuntu Linux
- iOS
- PuTTY
- FileZilla
- Windows Command Line
- Windows PowerShell
- Mac Terminal
- Git Bash
- SSH
- C++
- HTML5
- CSS3
- JavaScript
- Python 3
- Visual Studio Code
- Interpersonal Communication
- Organization
- Problem Solving

Education

California State University, San Marcos   May 2020
Bachelor of Science, Computer Science