***Patrick Sriprachandr***

San Diego, 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*