Patrick Sriprachandr

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https://sriprachandr.netlify.app/

Education

California State University, San Marcos   May 2020

Bachelor of Science, Computer Science

Experience

Desktop Technician II   May 2021 to Present

ICW Group

- Resolved level 1 and level 2 IT issues in an enterprise environment.
- Configured, maintained, and supported virtual machines with VMWare Horizon VDI.
- Implemented instant clone features for improved VDI deployment times.
- Optimized, manages, and deployed base images for 200+ VMware VDI Desktops.
- Created process standards for IT Hardware Asset Management.
- Maintained enterprise Active Directory containing over 1200 members.
- Implemented standard ticketing processes with ServiceNow.
- Provisioned and deprovisioned computers and deployed hardware for on-site and remote end-users.

Advanced Repair Agent   Jan 2018 to May 2021

Geek Squad

- 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.
- Replaced various hardware components to consumer laptops and desktops including the CPU, storage device, power supply, motherboard, and battery.
- Deployed program software, patches, and operating systems to desktops and laptops.
- Managed ticket repair queue using proprietary ticketing system.
- Provided clients and end-users multiple software and hardware repair solutions.

Assistant Supervisor   Apr 2013 to Jan 2018

SeaWorld San Diego

- 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.
- Revised and created standard operating procedures for front gate operations.
- Prepared bi-weekly schedules for up to 200 team members.

Development Technologies

HTML	CSS
Javascript	GatsbyJS
ReactJS	TailwindCSS
Framer Motion	FaunaDB
MongoDB	Netlify
GitHub	VS Code
Figma	C++
Python	

Proficiencies

- VMware vSphere
- VMware Horizon
- VMware App Volumes
- ServiceNow
- HCL BigFix
- Active Directory
- Organization
- Problem Solving
- Interpersonal Communication