

Rick Myers

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Personal Profile

- Growing network engineer with multiple years of technician and desktop experience. Transferable skills include client-facing negotiations, coordination between a 50+ client portfolio, conflict resolution, and the ability to manage multiple priorities. Planning, development, and the execution of projects as well. CompTIA Network+, CCENT, CCNA, and AWS Cloud Practitioner Certified.
- Routing & Switching, Packet Analysis, OpenFlow, Docker, Netmiko/Paramiko, NAPALM, Python Automation/Scripting, Linux, Windows Desktop, Windows Server, Active Directory, some macOS, REST APIs, AWS, ESXi.

Skills

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| • Analytics and problem resolution | • Infrastructure Updates |
| • Hardware expertise | • Server improvements |
| • Collaborator in work teams | • System updates |
| • Requirements analysis and design phases | • Technical Support |
| • Project Coordination | • Documentation and reporting |
| • Best practices and methodologies | • Policy implementation |
| • Technical Analysis | • Document management |

Experience and Relevant Projects

Albert D. Seeno Companies, Concord CA - Desktop Support Specialist (Oct 2020 - Present)

- On-Site L2/L3 + L1 SysAdmin support for PC and Network hardware. Direct client-side as well as remote Help Desk support to end-users who are experiencing OS, connectivity, printer, or application issues. Hardware diagnostics and RMA/repair coordination. A/V setup for conference rooms. Printer setup/troubleshooting on LaserJet - Large Format Plotters. Active Directory & Exchange management including but not limited to the addition, deletion, modification of users, and their related group policies. Maintenance assistance of computer and network security including firewall, VPN, network switches or routers, and various LAN components.
- Currently working on: Daily tickets, HelpDesk ticketing platform evaluation, Server Room(s) clean-up, re-cabling/cable management (Post relocation), Inventory/Asset assessment evaluation, Patch management implementation to be hosted on-prem (VM), ERP system migration also to be hosted on-prem. Additional duties as requested.

RCRS, Alameda CA—Information System Consultant (June 2017 - Present)

- Subcontracted to provide consulting services in business automation, network security, server, software, and hardware system upgrades for small to medium businesses.
- Networking, desktop, laptop, and server support via remote as well as on-site mechanisms. Hardware and software troubleshooting including virus removal, system reloads, data recovery, custom system builds,

and wireless system installations.

- Compile, create, and modify computer systems according to the needs of disabled individuals and serve as a computer system consultant for the State of California, Department of Rehabilitation.

Full Stack Network Project (*Oct 2018 - Feb 2019*)

Planned, designed, and deployed a robust network infrastructure supporting a corp office and 2 branch offices hosting 55 LAN users.

- Worked on IT operations, architectures, network infrastructure design, configuration, and management to create a network solution within specifications.
- Collaborated on, edited, and submitted a full statement of work (SOW) that included the network topology, basic timeline for project delivery/milestone achievement, and a bill of materials (BOM).
- Logged 80+ hrs of command-line configurations on routers and switches that included VLANs, VTP, HSRP, BGP, VoIP, QoS, DHCP, WAN, PSTN, VPN, and STP/PVST to ensure proper functionality of the network. Essentially, following the Cisco Campus Design Spec.

Previous Experience

Speisekammer, Alameda CA — *Manager* (*Nov 2009 - Mar 2020*)

Oversaw daily operations, including hiring and training staff, coordinating employee schedules, and ensuring company protocols are being followed. Coordinated special planning, ordered supplies, and resolved customer complaints.

Ajccotech, Pasadena CA – *Computer Technician* (*Feb 2008 - June 2008*)

Desktop, laptop, and server support including virus removal, system reload, data recovery, customer system builds, hardware, and software troubleshooting. Setup and installation of multiple wireless antenna types and multi-endpoint corporate networks.

IndyMac Bank, Pasadena CA – *B2B Business Development Manager* (*Mar 2002 - Feb 2008*)

Personally managed an average pipeline of \$50,000,000 while consistently creating an environment conducive to increased productivity. Effectively led an operations team in creating first-class customer service during every step of loan processing. Implemented a new technological training protocol and trained clients, sales professionals, and field staff as needed.

Education

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| • Western Governors University | B.S. in Network Operations & Security – est. 2022 |
| • NexGenT | Full Stack Network Engineering Program February 2020 |
| • City College of San Francisco | Business Studies 2008–2010 |

Professional IT Certifications

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| • CompTIA Network+ | August 2019 |
| • Cisco Certified Network Associate (CCNA) | January 2020 |
| • AWS Cloud Practitioner | May 2020 |