

Summary

Hands-on IT Professional with 12+ years of experience seeking to contribute training, knowledge & acquired skills to a new environment. Industry experience in manufacturing, restaurant, mortgage, software and managed IT services. Passionate about providing excellent IT management, technical support and network administration. Works well independently or in a group setting. Actively pursuing a position in a challenging and rewarding technical environment.

Skills

- Domain Controllers, Active Directory (13 years), GPO management
- MS Windows Servers (2022, 2016, 2012 R2), MS Exchange 2016 endpoint management
- Cloud tools: Office 365, MS 365 administration
- Virtualization: Working knowledge of VMware ESXi 6.0 ISO management and deployment
- Protocols: TCP/IP, DHCP, DNS, RDP, VoIP, UDP, POP, SMTP
- Skilled in assembling, maintaining, and repairing computing and networking hardware
- Networking: Working knowledge of switches, routers, and firewalls
- Proficient in ticketing systems – FootPrints, Zendesk, Remedyforce, Track-IT and ConnectWise

Certifications and Education

- CompTIA A+ Certification – Pierce College, Woodland Hills CA
- Information Technology BTEC diploma - Bournemouth College, Bournemouth England

Experience

Network Operations Engineer - 04/24/23 - Present

Small MSP Burbank, CA

- Perform common daily network monitoring, maintenance and support tasks to critical infrastructure components
- Manage and support VMware ESXi environment, supporting all configuration changes
- Collaborate with third-party support and service vendors to ensure that the network stays operational
- Facilitate system upgrades ensuring operational preparedness

Systems Administrator - 09/30/19 - 03/10/23
Telecommunications Company Chatsworth, CA

- Maintained production and test network w/500+ endpoints (Windows 7, 10, 11, Linux)
- Managed AD and security groups, Exchange, VPN access, controlled building access
- Handled daily LAN/WAN technical support requests for onsite and remote end users
- Managed virtualization services including server and end user devices, physical to virtual
- Monitored local Veeam LTO backups, ensuring daily backups of critical systems
- Delegated and actioned tickets to ensure correct routing, work and documentation was fulfilled

IT Support Technician - 12/3/18 - 09/27/19
Restaurant Calabassas Hills, CA

- Setup of new user domain accounts, mailboxes and group memberships; imaged and configured new user desktops and laptops
- Provided tier 1 and 2 technical support for both restaurant and corporate locations
- Solved technical issues using existing knowledge of key technologies and methodical troubleshooting
- Liaise with multiple outside vendors to resolve issues with POS and restaurant systems
- Record, track and document the problem solving process for reach request

Senior Analyst - 08/01/16 - 11/30/18
Mortgage Company Westlake Village, CA

- Liaised with project manager in India to implement network migration from one operating network environment to another – o Replacement of leased Dell desktops by imaging and HP PC deployment for 100+ end users
- Field incoming requests to the Service Desk via telephone, email and live chat to ensure courteous, timely and effective resolution of end users
- Performed hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications

Helpdesk Engineer - 09/02/14 - 07/29/16
Small MSP Woodland Hills, CA

- Remote server administration serving hotel chains throughout the US – mitigating issues with Windows, Office, Exchange, Google Apps, various third party email accounts
- Resolution of property management and POS systems
- Provided support for hardware and software including iOS devices, phones, desktops, laptops
- Image/re-image of hotel employee workstations via WDS
- Administration of network accounts – AD and remote access

