

Summary

Detail-oriented and problem-solving Helpdesk Engineer with 13+ years of experience in IT resolving technical issues. Proven ability to follow and help team to create Standard Operation Procedures for streamlined deployment of services as well as document and communicate effectively with end users.

Skills

Knowledge of Operating Systems and Hardware, Network Administrator, Systems Administrator, Troubleshooting, Problem Solving, Customer Service, Microsoft Office, Windows, Active Directory, and Remote Support.

Experience

LA Based MSP, Burbank CA

April 2017 – September 2025

Helpdesk Engineer

- IT support for multiple small to large businesses. Phone Support for individuals remotely as well as communication via email.
- Documented issues and resolutions in Connect Wise ticketing system.
- Day to day includes creating emails in Microsoft 365 Tenant, password resets, decommissioning users, setting up SharePoint permissions.
- Server maintenance includes cleaning up space, Server reboots, Acronis Backup Maintenance, Deployment of services: DUO, SentinelOne, Huntress, RMM.
- Work with end users remotely to set up emails on devices.
- Computer setups, UniFi AP setup, WatchGuard Firewall Setup.
- Browser extensions, Adobe Acrobat and reader installations and troubleshooting.
- Work with Vendors such as Dell to coordinate repairs and run diagnostics.
- Reinstalled drivers for printers, scanners, and other devices. Computer and hardware updates.
- Used PowerShell for Office 365.
- Aid users with Email or Computer compromise and remediation. Advise against bad practices and what to look out for.
- Diagnosed PC hardware remotely as well as software related issues.

Transportation Services , Los Angeles CA

December 2012 – April 2017

IT Support

- Working closely with the Chief of Technology Officer and 1 year experience as sole IT person for Beverly Hills Rent a Car.
- Responsibility of IT Infrastructure for multiple remote locations.
- IT Support for 40+ users, answer support tickets related to Virtual PC's, PC Hardware, Printers, Internet, and Phone systems.
- Maintenance and configuration of Servers such as Web, Phone, email, Virtual PC's, Surveillance, and Firewalls.

Auto Dealership

April 2011-January 2012

Vehicle Salesperson

- Communicate information to customers when buying a vehicle.
- Aid customers in finding the right vehicle and give customers knowledge about specific vehicles, conduct demos, and prepare customers for the financing department.

Gaming Software Development

July 2008 – October 2010

Quality Assurance

- Video Game testing for multiple Activision titles: Guitar Hero World Tour and Smash Hits, Metallica, Transformers 2, Singularity, and Call of Duty.
- Track and report bugs, while querying database for known issues to prevent duplicated issues. Exercise great attention to detail and work well with team and was also self-sufficient.

Education & Certifications

Microsoft 365 Certified: Fundamentals

October 2022

Credential ID: 3A8298D3E8835D49

Certification number: 36D147-9V781D

BS Computer Information Technology

June 2007

Mt. Sierra College Monrovia, CA

Coursework included some general education, as well as core classes such as programming, and networking, which included labs. Core classes included Systems Administration, PHP, Networking, Visual Basic, JAVA, C and C++ programming.