

## PROFESSIONAL SUMMARY

Over fifteen years combined hand-on experience and expertise in Windows systems, voice-data-network administration and end users support for businesses or corporate branch offices; highly independent with strong problems solving skills and technical aptitude to ensure business continuity.

## TECHNICAL SKILLS

- Windows Workstations and Servers
- MS Office Applications/M365/MS Azure/Entra
- Microsoft Hyper-V, VMWare
- Asset Management/Auditing/Endpoint Management
- McAfee/TrendMicro/Symantec/Webroot endpoint protection
- Dell-HP-Lenovo desktop, laptop, server, and storage
- Infrastructure support/Data Center setup/manage/monitor
- Remote Office, Remote Desktop, Cloud services setup/management/support

## EMPLOYMENT HISTORY

### **IT Admin/Support**      Small MSP

**3/2014 to 9/2025**

- Front-End Support: provide full spectrum of MSP IT support Level1, Level 2 to clients' end users both in office and remote workers including voice, data, cloud services, network connections, VPN, endpoint protection, software, and hardware; escalate and subordinate to Level 3 Support
- System Administration: manage clients user accounts in Active Directory, applications, cloud services, and online exchange email; produce technical documents, IT guidelines/knowledge; manage inventory of computers and other technical peripherals/equipment
- Back-End Support: manage clients end-user computers and devices; manage clients data center LAN/WAN/VLAN/WiFi/PBx and all network equipment; work with Level 3 System Engineers setting up, configuring, installing, troubleshooting, upgrading, migrating servers, network, and all any other projects; monitor and perform maintenance-updates on servers, back-up jobs, websites, and network equipment at multiple locations
- Line of Business Support: participate in MSP On-Call services, work with outside vendors and business partners on new deployment-upgrade-migration-decommission projects

### **IT Administrator**      Engineering Firm

**1/2010 to 5/2013**

- Help Desk Support: answered to IT hotline to support in-office, traveling, and on-job-sites users for all IT-related issues, from account login, email, office apps, and VPN to voice and network access
- Endpoint Device Work Bench: tested, built, and deployed new OS, and office software to desktop, and laptop PCs; troubleshoot, remedied and worked with vendors for part replacement

- Account Management: created, disabled, and backed up user accounts in Active Directory, cloud service, and online exchange email
- Network Monitor/Management: defined and created network scheme, VLANs, LAN/WAN; setup, configured, staged new network equipment for all offices; monitored and performed maintenance updates on servers, backup jobs, websites, and network equipment at multiple locations
- New Office Setup: ordered circuit, voice/data services, network wiring, server, and network equipment; coordinate with vendors from initial start to office turn-up

### **Associate Infrastructure Engineer**

**2/2005 to  
10/2009**

- *Network Management:* maintained voice/data network devices and services for branch offices data centers; managed and monitored T1s lines/VPN circuits; contributed and participated with other IT teams on network projects globally and locally including circuit migration, domain migration, new software/service/device deployment, offices users merge/move
- *Help Desk support:* provided result supports and satisfactory solutions to users including in-office and remote/traveling users in network access, printing, VPN connection, web browsing/internet connection issues; resolved Microsoft Office products, email client, database, and other office collaboration applications issues; configure/upgrade/repair/deploy desktops/laptops PCs/printers; PC image management; assisted Office Manager in IT budgeting, office service acquisition-vendor recommendation
- *Microsoft Administration:* Active Directory administration, manage user accounts, group policies, and logon scripts; manage local Windows servers, Citrix administration, configure/publish/test applications and user profiles; create connection instructional manual, network access policy-guidelines; servers' deployment, setup, and administration, patch management; maintain McAfee ePO; backup management
- Training Facility Support: managed training room PCs and domain/network connection; training image deployment

### EDUCATION

- **San Diego State University**
  - B.S. Business Administration, Information Decision System
- **San Diego Mesa College**
  - A.S. Computer Science And Information Science
- **Cisco Certified Network Associate (CCNA)**
- **WatchGuard Certified Fireware Essentials/Secure WiFi Essentials**
- **Zultys Ceritified System Expert**