**IT Services and Support Manager**

Technical Services Manager with reliable business systems analytical ability to identify initiatives and facilitate action-driven plans. Experienced in the implementation of cost-effective strategies and reduce unnecessary tasks

**Technical Skills:**

**Operating Systems:** Windows Desktop DOS – Win10, Server NT – 2019, Ubuntu Linux Desktop/Server, Cisco IOS, MAC OS X.  
**Firewalls:** Symantec Enterprise (software), SonicWall, Fortinet  
**VPN:** Raptor Mobile VPN client, Sonic VPN, Windows, Fortinet, Palo Alto  
**Protocols:** TCP/IP (FTP, telnet, SMTP, etc.), DNS, DHCP, WINS, IP Routing, IPsec  
**Miscellaneous:** Google Admin Console (G Suite Services), Microsoft Office (includes Exchange, IIS, MSO365, Visio) Adobe Enterprise Admin Console, Active Directory, SCCM, KACE Management System, VMware vSphere Administration, WordPress, VoIP (MITEL, JIVE), etc.

**Profession Summary:**

Ability to respond promptly to reported security violations, manage and maintain an efficient Helpdesk staff. A team leader who can communicate effectively and positively with peers and customers and can maintain confidentiality.

Able to troubleshoot and resolve Classroom AV system issues

**Experience:**

**IT Services Manager**

Menlo College                                                                                                                                                 2013 – 11/11/2019

* Manager IT Helpdesk (2016 -2019)
  + Recruit, train, mentor and direct a competent, motivated team of students workers and a full-time helpdesk staff
  + Manage ticketing to ensure SLA compliance
* Maintenance of Systems Environment (System/Network admin (2015-2017)
  + Regular upgrades to servers and services, both patches and major upgrades for EX. and desktop users
  + Maintain configuration and support of VMware vSphere across our physical environment to provide high availability and performance on all servers, VDI, and physical desktops
  + Maintain and support Active Directory and Group Policies by keeping ESE DB which manages all AD objects from corruption
  + Identify network anomalies between both physical and virtual environments to ensure high availability to shared resources
  + Scheduling maintenance outages and maintain disaster recovery and business continuity plans
* Use of and Recommendation Prevailing Best Practices
  + Use of industry-standard systems solutions such as different virtualization options
  + Keeping track of industry standards to ensure an up to date environment
  + Generate reports on-network usage
  + Troubleshooting with vendors to research, identify and contact new business partners when necessary
* Implement new hardware and software products, from proposal to production.
  + Researching and working with vendors to set up evaluations, quoting for purchase, architecting, documenting, production rollout, monitoring, and cross-training peers
  + Time and task management to ensure appropriate delivery and maintenance of an enterprise systems environment
  + Coordinate with multiple partners to ensure smooth summer project of network and system upgrades
  + Communication using multiple platforms to document tasks and ensure onetime completion of projects
* Collaboration with Groups
  + Identify the needs of other groups (internal and external to the Office of IT) as per systems
  + Create and configure systems as needed to meet departments, library and classroom needs
* Long-term Strategic Analysis
  + Examine current systems need and predicted requirements and recommend options for growth
  + Develop an annual refresh cycle to keep systems up to date while acknowledging capital budget restrictions
  + Recommending systemic changes such as the transition to outsourced/hosted solutions as appropriate

**Field Engineer**

Air- Transport IT Services, Inc. (San Jose Airport) San Jose CA                                         2011-2012

         Provide local support to all installed hardware and software and ensure service level agreements are met, and issues are escalated as necessary

         Monitor installed systems to ensure systems are functioning by all service level agreements.

         Follow airport security procedures.

         Perform back-up, recovery, and systems monitoring.

         Coordinate with engineering and other onsite technicians to ensure new software releases, software upgrades, and hardware upgrades are successfully implemented.

         Document all new, changing, and existing hardware, procedures, and software.

         Troubleshoot software and hardware to maintain system performance.

         Report and continuously improve the overall support operation and process through effective logging, notification, escalation, and tracking to resolve all problems, relating to all systems.

         Assist customers, resolve problems with computer hardware and software (back-up for a help desk).

         Coordinate and schedule work with other technicians, local airlines, and local IT staff as appropriate.

         Perform preventive maintenance as required for all equipment

          Established RMA with Manufactures on replacing and repairing defective equipment

         Maintained and update warranty status on all equipment

**Field Service Technician**

Genesis Network (AT&T), San Antonio, TX                                                                     2010-2011

         Installation of DSL Customer Install Kits, phone filters, and Home Gateway

         Home Network design Configuration (WLAN and LAN)

         Email account setup and software installation

         Running PC Optimization Routines on both Apple Mac and PC machines

         File Sharing, Wireless Connectivity, and Printer configurations

         PC virus scan/spyware configurations

         New computer setup and network peripheral device installations (Scanners, Printers, etc.)

         Perform limited sales functions in offering additional products and services as a logical extension of installation services

         Mainboard installations (including Tattoo process), power supply installations, memory replacement, AGP/PCI card replacement, hard drive replacement (including DMI process), and software recovery experience.

         Software diagnostics, registry diagnostics, software conflict resolution, virus detection/removal, spyware detection/removal, and DHCP configuration

         Samsung TV repair, cable replacements, board swaps, power supply swaps, panel replacements, front and rear bezel replacement, and voltage adjustments

         Board integrity, known faults, voltage setting testing and option bytes (software configuration)

**Inspection Technician/WildBlue and Satellite**

DIRECTV, San Jose, CA                                                                                                        2008- 2010

Verified that each technician Plans installations by evaluating sites, locating the line of sight, laying-out equipment, and wiring plan.

Establishes a satellite system by installing dish; running and pulling cable, programming and calibrating equipment, adhering to codes, regulations, and standards.

**Cisco Refresh/ IT Tech Support/IOSS Team/Tier 2(Virus Team)**

CompuCom/On-site Cisco (110 hours)                                                                                   Winter 2009

Scanned entire Network at Cisco-Milpitas campus for infected hosts and notified the client of infection via e-mail and phone. Opened and issued tickets through Remedy after notification. Received infected system and backup all company-related files and folder including PST, then Re-imaged infected system and retrieved all company-related files and folder after re-imaging the system.

**Windows System/Network Administrator**

DIRECTED LIGHT INC, San Jose                                                                                        1997-2008

Maintained and Administered Window-based Network-2000, 2003 Servers, and 2007 Exchange Server and secured all network functions while providing support for 30 workstations.

**Education:**

**Menlo College**

Bachelor of Science Degree Management Information Systems      2018

GPA of 3.5

**Heald College**

Associate’s Degree in Applied Science Information Technology/Network Security       2009

GPA of 3.9

**Certificates:**

CompTIA A+ Exam 220-601, 220-602   2009

Extron Certified Control Specialist 2016