

Education

Western Governor's University – Salt Lake City, UT

B.S. Information Technology Management • (Expected: December 2015)

Community College – Somewhere, CA

Computer Network Technician • (2013)

IT Experience

700 Person, Inc. – Somewhere, CA

- **Client Support Analyst**, (2013 – Current) currently part of a team of desktop analysts that provide superb customer service. Test, deploy, and document new technologies. Supervise interns and delegate responsibilities/tasks. Create images and deploy hardware refreshes, maintain current systems, troubleshoot hardware related issues, while being hands-on and having great “people skills”. Work with senior management to identify security issues and recommend enhancements. Completed a project to deploy Linux-based (Porteus) kiosks to multiple sites that allow for remote management and allow plant workers to access benefits information.

Related Tasks/Responsibilities:

- Hardware troubleshooting and replacement
- Active Directory Administration
- Shoretel phone system management
- Supervise other IT staff
- Documentation/SOP creation
- Virtual machine deployment and maintenance
- Build/Deploy Linux Based Kiosks

50 Person, LLC. – Somewhere, CA

- **Network/Systems Manager**, (2008 – 2013) handled technical troubleshooting within an enterprise environment, including system crashes, slow-downs and data recoveries. Engage and track level 1 through 3 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets. Purchased equipment and maintained vendor relations. Supervised up to 10 support interns at any given time. Deployed new systems, servers, IP phones, virtual machine, and other new technologies. Administered all IT matters including (but not limited to):

Related Tasks/Responsibilities:

- Exchange email
- Google Apps
- Mitel phone system
- Website updates
- Cisco switches/routers
- Virtual machine deployment and maintenance
- Windows based desktop/server software
- Troubleshoot network connectivity issues
- Hardware troubleshooting and replacement
- New network segment rollout

Systems: Windows NT/2000/XP/2K3/Vista/7/8/2008/2012, Linux (limited), Mac OS (limited)

Languages: Visual Basic, SQL, HTML

Software: Microsoft Office 2003/2007/2010/2013, Various Antivirus/Antispam, .Net Based Software, Acrobat, Bartender, Crystal Reports, JDE, Microsoft Virtual PC, Hyper-V, WDS, SCCM, SysAid