**Personal Summary**

I have over 10 years’ experience in IT industry with a strong background in design, implementation administration and support roles. Responsible for data collection and interviewing stakeholders to understand and document system requirements, In addition, I work with third party vendors to ensure implementations are executed according to standard operating procedures. Previously with Xirrus, I analyzed support data against KPI’s and SLA’s, providing reporting from Salesforce to management and performing gap analysis to identify corrective actions and areas of improvement. I have also worked on multiple past transition projects, performing network and server administration, and supported broad range of networking and security related technologies, not limited to VOIP related technologies including Avaya, Cisco and Mitel.

**Core Qualifications**

**Technologies**

Knowledge of Windows XP/Windows7/Vista, Server 2003 and Server 2008 Technologies

Exchange Server 2010, Knowledge of Virtual Server technologies, Microsoft Hyper-V Microsoft, VMWARE, TCP/IP , DHCP, DNS, Microsoft Server and Exchange Technologies, Windows OS TCP/IP, DNS, DHCP, TRACERT, TELNET, ISO Model, (GPO) Group Policy Objects, Altiris Deployment Server, Patch Management, Understanding of PCI Compliance, (POS) Point of Sales systems. In-depth knowledge of Microsoft Active Directory, including folders, delegation, Group Policy settings and Modeling, In-depth understanding of LAN/WAN /WLAN Internet routing and TCP/IP protocol.

**Software Applications Experience**

Microsoft Office 2010, Microsoft Office 2007. Microsoft Office XP, Microsoft Office 2000, Microsoft Office 2003 Citrix Met frame and Citrix Win frame, EMC's Solution Enabler, EMC Control Center Microsoft SMS, Microsoft SQL 6.5, Lotus Notes, Oracle, Cisco VPN, Nortel VPN, Microsoft VPN SecureID, Soft Token, Server Manager, User Manager, Microsoft Exchange Server 2003,2008 2010 McAfee Virus Scan, Norton Anti-Virus, Remedy, Clarify. Microsoft FrontPage, Blackberry Desktop Client, Microsoft Active Sync

**Hardware**

Dell Power Edge Servers, Dell OptiPlex Desktops, Dell Dimensions, Dell Latitude Laptops, IBM Desktop and Laptops, Compaq Laptops, Toshiba Laptops, Adaptec SCSI Adaptors, IDE and SCSI Hard drives, Pollcom Video Conferencing, Tape Drives, Zip Drives, Jazz Drives, Snap Server, Rack Enclosures for Servers, Network HP Printers, Xerox copiers, and Jet Direct Print Servers. APC, UPS, HP Procurve and Cisco switch. Detailed knowledge of mobile devices i.e. iPad, iPhones, MacBooks, and Android OS

**Desktop Support Specialist**

**Move Inc, Westlake Village, CA**

**May 2015 - January 2017**

* Member of Desktop Support team, support approximately 250 end users at multiple sites, included but limited to remote offices and field users.
* Troubleshoot and resolve PC and Mac IOS issues, and interact with clients to execute, deploy and new workstations
  + Installed and configured Microsoft Bitlocker in a VMware virtual environment.
  + Provided support for Mac IOS El Captian and Sierra OS.
  + Troubleshoot and resolve issue(s) with Polycom A/V equipment.
  + Troubleshoot and resolve and issue(s) with Google Hangouts.
  + Setup and deploy and troubleshoot polycom phone(s).
  + Troubleshoot and resolve issues with VMware EXS virtual workstations.
  + Troubleshoot and resolve Pulse- VPN remote clients.
  + Part of the implementation team converting Move.Inc from Microsoft Office,

to Google Office and Gmail.

* + Conducted weekly training classes for Move.Inc end users on Google hangouts.
  + Image MacPower Books and used Casper for device enrollment.
  + Maintain and update inspection readiness for critical applications, including inspection, periodic assessments (data integrity, security,)
  + Troubleshoot and resolve issue with Microsoft Exchange Server.
  + Experience with Microsoft Active Directory.
  + Responds abilities included but not limited to creating users and groups with Active Directory.
  + Troubleshoot and resolve issues with Active Directory user accounts.
  + Supported iPhone, iPad, Android and other mobile devices.
  + Developed and supported scripts with Dell KACE

**System Validation Specialist**

**Amgen, Thousand Oaks, CA**

**February 2013 – May 2015**

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* Performed interviews with multiple stakeholders to understand and document system requirements. Translated the requirements to vendors and made sure they were implemented correctly. Escalate as appropriate problems and issues to management
* Image PCs, execute validation documents, troubleshoot PC issues, and interact with clients to execute, deploy and troubleshoot PC issues. Execute GxP, Validation documentation and scripts. Specific activities include:
  + Upgraded all Windows 2000 computers in the laboratory to Windows 7.
  + Provided hardware and software support as well as system maintenance for all Research and Preclinical laboratory computers.
  + Provided immediate support response for critical laboratory hardware.
  + Provided technical consultation to functional areas on such matters as software/ instrument specific computer optimization and data management.
  + Researched custom software solutions to address the requirements of specific laboratories.
  + Initiated system hardware, firmware, O/S, and software upgrades to ensure data integrity and system reliability.
  + Reshared and implement solutions to meet unique laboratory system requirements, including: 3rd party applications, custom batch files, system utilities and O/S customization.
  + Maintained and updated inspection readiness for critical applications, including inspection, periodic assessments (data integrity, security, system compliant

**Level 2 Wireless Support Technician**

**Xirrus, Thousand Oaks, CA**

**August 2011 – January 2013**

* Provide Level 2 – 3 remote support assistance to Education, Hospitality and Entertainment on systems and applications provided by our organization that supported 1000 + users.
* Generate reports weekly reports for Xirrus Support Team via the SaaS (Salesforce); review KPI's and SLA metrics,
* Assisted with end user troubleshooting issue with cable modems issues.
* Assisted with per and post sales support and consultation.
* Identify support gaps in (SAL) metrics for risk assessment. Review support cases for root analysis and remediation methods, providing feedback for growth opportunity.
* Assisted customers’ with installation, configuration, and deployment and troubleshooting the Xirrus Wireless Access Point(s) XS, XN and XR series(s) Array(s).
* Assisted customers’ with troubleshooting and resolving complex LAN, WAN, WLAN and VLAN issue(s) with the use of (TCPDUMP, Wireshark, AirPcap).
* Built and managed virtual Microsoft 2003/2008 servers using VMware,
* Designed and developed a virtual desktop environment using Citrix XenDesktop 4.0 and all integrated components such as Provisioning Server, Citrix XenApp, and Active Directory.
* Developed and managed a prototype virtual environment for testing which included working closely with the end-user and the management team.
* Assisted customers’ with setting up configured and troubleshoot the Xirrus Management System (XMS).
* Assisted customers’ and Xirrus Sales Engineers’ with Pre and Post deployment via Active and Predictive Site Survey.
* Resolved complex wireless issues with the use of wired/ wireless packet capture application (Chanalyzer, AirMagnet, Wireshark, and OmniPeak).
* Assisted customers’ with setting up configuring, deploying and troubleshooting Microsoft IAS, NPS and Free Radius for 802.1x network(s).
* Prepare records of daily tasks and present to the Sr. Level Management during weekly and monthly meeting.
* Provided 24x7 supports to Xirrus customers worldwide.

**Sr. Network Support Administrator**

**Sonettek, LLC, Glendale, CA**

**October 2006 – May 2011**

* Installed, configured and managed network devices (Cisco/Juniper/Sonicwall/Netgear, etc.)
* Handled setting up and configuring all Cisco, Juniper, Sonicwall and Netgear devices creating VLANs, subnets and VPN tunnels and appropriate networking.
* Installed, configured and maintained A/V equipment for executive level meetings and teleconferences.
* Installed, configured and managed security devices, (Cisco/Juniper/Sonicwall/Check Point/Netgear).
* Researched and evaluated new and or alternative solutions, and identified the most efficient and cost effective solution of system design to new and existing customers
* Working with 3rd party vendors to maintained, updated and supported new and existing VOIP system; induced but not limited to (Avaya, Mitel, Cisco)
* Build Information Technology Infrastructure to leverage across multiple geographic business units.
* Project management, systems consulting, and integration design services.
* Install configure and support SonicWall Routers, and SonicWall Edge E-Mail Security Appliances.
* Built and managed virtual Microsoft XP/7 desktops using Citrix XenDesktop with (Wyse) Thin Clients.
* Support IT infrastructure, consisting of desktops, laptops, servers, voice mail, email, and network systems.
* Supported companies in all aspects of IT including networks, Active Directory, email, Security, Backups, software support.
* Manage client(s) permissions in Active Directory infrastructure environment; including users, computers and GPO's.
* Set up new Windows Server 2008 R2 Domain Controllers, 2008 App Servers, Exchange 2010 Servers, SQL Server 2008 R2, Server 2008 R2 Core for Hyper-V environment and Windows 7 desktops.
* Implemented appropriate backup and disaster recovery plans for critical services.
* Setup, configured and migrated Data to SharePoint Intranet sites, Google Apps, Groove and Hyper-V environments; T1 and T3 circuit installations for Cbeyond and Telepacific.

**Sr. Customer Support Technician**

**National Veterinary Associates*,* Westlake Village, CA**

**November 2005 – September 2006**

* Maintained network security policy, addressed server security issues and applied appropriate security patches.
* Installed and configured and support Cisco PIX 501 Firewall for network monitoring and security.
* Installed and configured and deployed workstations and servers using imaging technology (Acronis Snap Deploy 3).
* Deployment and image creation for Dell Workstations (Dell GX60, GX260 GX270).
* Installed, configured, supported and troubleshoot Microsoft Windows 2003 Servers, and Microsoft Exchange 2003 Servers.
* Install and configuration and Deployment of HP ML350 G3 and G4 enterprise servers.
* Implementing and creating group policies on all servers.
* Image and prepare PC’s and laptops for distribution to the end-users.
* Maintained network security policy, server security issues and appropriate security patches and upgrades.
* Maintained system backups and performed system/file restorations on Windows systems.
* Support and administer mobile computing environment, and VPN services.
* Help Desk / End-user support for hardware, software and Windows XP operating systems.

**Sr. Systems Support Technician**

**Harman International Industries*,* Northridge, CA**

**May 2004 – August 2005**

* Provide assistance and technical support to the 500 + users on the systems and applications provided by our organization
* Track, assign, escalate, and coordinate technical support resources for all help calls not resolved via phone.
* Prioritize calls by importance during heavy load times.
* Function as liaison/advocate with other support departments to meet user requests.
* Maintain network infrastructure.
* Provide installation support services for a variety of desktop application software.
* Establish and maintain productive working relationships with employees and other external contacts.
* Provide hardware support (repair) of non-replaceable legacy systems.
* Exchange 5.5/2000 mailbox creation and size management.
* Special projects including the management of hardware and software upgrades per upper management.

**Sr. IS Support Admin**

**Fox Cable Networks, Century City, CA**

**June 2002 – May 2004**

* Provide 3 Level support for 1000+ Fox Cable/Fox Network employees.
* Created Support Documentation and Knowledge Base for Helpdesk Personnel.
* Implement Network Security Policy on Fox Cable Networks.
* Provide primary support for blackberry clients (RIM 950, 957 and 7100).
* Created desktop images for the Windows 2000 to Windows XP Roll Out.
* Support Remote User Access i.e. Citrix Clients, Web-Mail.
* Installed, configured and supported (Dameware) for remote support of FCN users.
* Created and streamlined Windows 2000 professional operating System for corporate users.
* Rollout Lead for Windows NT/Server 2003 and Windows XP migration.
* Responsible for Purchasing Computers, peripherals, and RMAs.
* Create, and maintain accounts for Windows NT Domain accounts, and Exchange 5.5 E-Mail accounts.
* Led Asset Tracking and inventory of computers, phones, printers, scanners and all associated peripherals.

**Sr. Network Support Technician**

**AEG/ Staples Center / LA-Kings Hockey Club*,* Los Angeles, CA**

**May 2001 – June 2002**

* Provided level 2 -3 technical and remote support for the Staples Center‘s 500 + employees.
* Provided Level 2-3 technical support for Staples Center’s events which includes but not limited to “LA Kings Hockey Events, Concerts events, LA Convention Center Events Technical Support.
* Installed, configured and support Cisco Catalyst 3560, 3570 Series Switches
* Designed, Installed, Implemented and Maintained the wireless network(s) for the Staples Centers remote sites.
* Setup and Support all STAPLES Center Cisco VPN Clients.
* Supply primary support of all NT 4.0 Servers.
* Designed and implemented Blackberry Enterprise Server for wireless clients.
* Install, configure, support and provide administration for Microsoft Exchange 5.5 Servers
* Install configure and support Staples Center Cisco VLAN and Routers.
* Designed off site solution for Tape Archive. (Recall)
* Setup Automate solution for Anti-Virus Update for STAPLES Center Client workstations.
* Creation of standard desktop images and management of desktop virus control.