

# Lorem ipsum

Los Angeles, CA 90000  
310-867-5309 • lorem@dolor.com

## INFORMATION TECHNOLOGY PROFESSIONAL

*Delivering Resolutions and Support for the Enterprise*

### PROFILE

Accomplished, dynamic, and conscientious IT Support professional with in-depth experience in various environments. Possess a history of success driving the planning and execution of complex, mission-critical projects and services as well as an exceptional understanding of how to quickly diagnose problems and implement solutions enhancing performance and ensuring security. Draw on a range of specialized software applications, hardware and connection requirement as well as analysis tools to deliver exceptional performance. Identify systems and program needs, gathers requirements, and makes recommendations that optimize quick recovery.

### CORE COMPETENCIES

Amazon Web Services (AWS) • JIRA/Confluence • VoIP • Slack • Ring Central • G-Suite • Wireless and Connected Devices • Firewall/Network Protection • Cloud • IoT • Process Improvement • Data Analysis • Hardware/Software • Troubleshooting • System Administration • IT Security • Technical Support Windows XP/ Vista/7/8/10 • Windows Server • OS X. Microsoft Office • Microsoft Exchange

---

### PROFESSIONAL EXPERIENCE

---

**sit amet, Inc** | Burbank, CA

2018 - Present

#### **Desktop Support Technician**

IMACD Duties:

- Imaging PC's
- Installation of packaged software applications
- Installation of peripheral items
- Software/hardware troubleshooting
- Deploying computer systems
- Migrating computer systems
- Training new hires
- Helpdesk support (Service Now)

**consectetur adipiscing INC.** | Los Angeles, CA

2015 - 2018

#### **IT Support Specialist**

Provide IT support for the local office, Virginia offices, home based and all remote employment staff, performing help desk support. Administrator of the Google G Suite, maintain data and voice networks, Site-to-site VPN, Client VPN's setup, as well as maintain Windows Servers/VMWare.

- Resolved a large phone systems failure, effecting everyone in the local office, sales accounting, customer support, and engineers. After a power failure had burned out all the equipment, and there was no local supplier to get equipment, suggested using a cloud system. Redirected all the operations and had restored service in 3 hours. Replaced the burned-out system with a whole new VOIP system within 30 days.
- Design network layouts for new offices, including basic network engineering, phone installations, computer set up, wireless connections, routers, and, coordinating and selecting the new vendors, in addition to maintaining a CISCO ASA network and a SonicWall network.
- Provide the enterprise internal video distribution for all company events, town halls, interaction with the audience, surveys and polls, and over a private network through AWS.

**Solutions Engineer/Business Technology Expert**

Supported small and medium business help desks needs including repairing networks (wired and wireless) and other networking technologies including LAN/VLAN/WAN, and static IP addresses. Troubleshoot PCs and MACs, diagnosing and repairing problems for Windows XP, Vista and 7 platforms back to the registry level.

- Identified and removed malware and viruses to ensure the utmost security.
- Set up and configure: antivirus software, backup software, peripheral equipment, printers, androids, iPads, iPhones, or any other network equipment.
- Scheduled technicians when needed, walked them through the steps, using the backend of the system, telephone or video when needed, taking them through the equipment, troubleshooting, and problem solving.
- Designated as the customer problem solver. Customers who were white labeled under an internet provider, came to his cue were irate and angry. After taking the time to listen to their situation, and acknowledge their frustration, was able deescalate the situation, calm the customer, resolve the situation and end the call with a satisfied customer.
- Analyzed and consistently resolved problems in an efficient and time-saving manner.

**Additional Experience:**

**Maecenas porttitor congue massa**

2015 – 2017

**IT Specialist (Reservist)**

- Deployed to provide support for the first responders and support personnel, when disasters and emergencies arise. Provide the setup and maintenance of the systems. Build a network, wiring, and administering the network.

**Fusce posuere**

1989 – 2015

**IT Consultant**

- Provided small/medium business and home users with on-site and/or remote support. Repaired and maintained PC and Mac systems, built custom PCs to client specifications. Designed small office network systems, installations and configuring network hardware, as well as providing Antivirus and Backup solutions.

---

**PROFESSIONAL DEVELOPMENT**

---

Computer Repair Training, Los Angeles ORT  
Working towards earning Network+  
CompTIA A+  
Active DHS Public Trust Security Clearance