Jean P Gonzalez

IT Administrator | Designer | Manager

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Accomplished IT professional with 7+years experience in Computer Operations, Technical and Help Desk support, and web design with strengths including:

- Extensive experience in management network systems, and application development.
- In-depth knowledge and experience in information technology infrastructure planning, capacity analysis, and system implementation.
- Experience in web application system integration and e-business solutions.
- Expert knowledge of PC hardware and software.
- Able to analyze and solve complex technical issues.
- Current on customer technical issues including Spyware, Virus etc.
- Able to multi-task and meet project timelines
- Capable of collecting, analyzing and reporting site performance data.
- Work well with cross functional teams and actively participate in global initiatives.
- Excellent customer focus and exemplary verbal and written communication skills.
- Adept at handling stressful situations

Work Experience

Sept. 2009 – 2011   GlobalSCAPE - Enterprise Solutions Analyst II – Resolve technical support cases that are escalated from Customer Support Teams as needed. Research reported problems, document solutions. Troubleshoot system configurations, replicate customer network and system environments to aid in troubleshooting process. Provide pre-sales support and technical services to sales team and prospective customers as needed. Work closely with Level 3 Server Support Techs regarding bugs and follows up to make sure fixes are received and tested. Advise technical writers on user documentation**.**

Mar. 2008 – Feb. 2009   Burnside & Rishebarger CPA - IT Administrator– Served as the chief technologist. Was responsible for IT Strategic Planning, Budget/Vendor Oversight, Network Administration, Web Development, Wireless & Remote, 24x7 System Support, Information Security, Business Continuity Planning, Upgrades, Migrations, and Best Practices**.**
- Managed a Windows network (TCP/IP) consisting of Windows XP, Office 2003 /2007, Server 2003, Symantec, McAfee, and other software. Maintained all desktop/laptop, thin client, server, printer, and network equipment.
- Audit security, policy and procedures, and licensing.
- Consult department manager concerning business objectives and technical requirements.
- Implemented trouble ticket system.
- Upgraded telecom network to better suit satellite office and remote employees.
- Identified issues and developed IT strategies, policies, and procedures to resolve known issues

Mar. 2007 – Mar. 2008   Construction Expo Inc - Systems Administrator – Managed a small business mixed OS network. Oversaw all technology purchases. Developed strategic plan for network operation and capacity expansion. Oversaw database administration and network administration.
- Conserved over $500,000.00 in spending though the use of open source software, preventing the purchase of unnecessary hardware, and extraneous outsource services.
- Removed company Microsoft Home client P2P system and implemented Linux Terminal Server Project (LTSP) network including Samba Domain and Network Files System.
- Configured and Administer CentOS and Fedora Apache, Mysql, Samba, and LTSP servers.
- Implemented SugarCRM, Astrisks PBX / Hylafax Fax, and TimeTrex Payroll and Time Management system.
- Developed and maintain an online trade show registration form which outputs a user confirmation and unique barcode. Registrants receive accustom ID Badge at the trade show which is able to be scanned by exhibitors at the trade show. Exhibitors receive a lead list with attendee contact information for all attendees scanned by their scanner.

Nov. 2004 – Mar. 2007 Dell - Resolution Expert Center OMNI Technical Support L3 – Resolved high level technical and customer care escalations from Account teams (i.e. SAM"s, AE"s, Sales, etc.), Executive Services, other Dell Internal departments, and non-service departments. Took necessary measures to create an overall customer satisfaction and the elimination of unnecessary repeat customer calls to Dell.

- o Worked directly with Product Engineers, Third Party Providers, and Dell Service Providers to resolve product and service issues.
- o Served as an advanced technical resource for agents in the Resolution Expert Center.
- o Established remote connections with customer via Dell connect software to trouble shoot hardware and software related issues (BSODs, application errors, driver updates, applications patches, operating system upgrades, application assistance for all software sold by Dell)
- o Educated customer on hardware and application maintenance, usage, and security techniques and practices.

Dell - Technical Support L2 – Provided direct technical advice and guidance to L1 technical support representatives. Responsible for taking control of and resolving complex technical and escalated customer issues. Simulated and documented complex customer issues to find solutions and fixes to agent inquiries and problems. Dispatched additional service as necessary. Served in a special capacity as a coach and/or technical advisor to less experienced technicians. Reviewed and distributed information passed down from other functional areas.

- o Averaged 42 technical support chats per day.
- o Customer Experience Bronze Award Sept 16, 2005
- o Customer Experience Bronze Award Feb 6, 2006
- o Assisted in Cape Breton NS Canada Technical Support site launch March 2006 training new technical support teams
- o Project Owner and Team Lead for Business Process Improvement Project ID:25505
- o Compiled Advanced OS Troubleshooting curriculum July 2006
- o Trained, Deployed and Reported on Advanced OS and Wireless Networking teams in Phoenix, Salt Lake City, and Ottawa Canada July – Sept 2006

Dell / Spherion - Resolution Expert Center Technical Support – Worked in a queue environment handling customer escalations from Dell's technical support and customer care queues. Assisted phone customers by diagnosing problems and providing resolutions for technical and care issues pertaining to all products sold by Dell. Took necessary measures to create an overall customer satisfaction and the elimination of unnecessary repeat customer calls to Dell.

- o Averaged 18 technical and customer care escalation calls per day.
- o Awarded Employee of the Month of February 2005 for achieving 100% case accuracy and closure.

Jan. 2002 – Mar. 2004 CiCi's Pizza - Manager – Managed direct sales and profitability of high-volume franchise restaurant founded in 1993 and generating up to $1,040,000 annual sales. Extensive profit/loss experience in standardization of portions and implementation of labor cost controls, documents end-of-month, daily and weekly transactions; prepares bi-weekly payroll.

- o Consistently rated number one location in Austin.
- o Recognized for cultivating long term, stable staff with team-player philosophies; resulting in a Top 10% highest grossing ranking for a 400+ store chain.
- o Created, developed and implemented formalized operational systems and procedures including employee handbook, flow charts, forms, check and incentive programs.
- o Increased traffic flow by adding wireless capability to restaurant.
- o Focused on customer problem-identification and resolution with high degree of diplomacy.

Aug. 2000 – May. 2001 IBT Technologies - Web Developer / Flash Developer – Primary responsibilities included formation of user interface, interactivity and integration of client materials into online instructional modules using original illustrations, graphical elements and Flash animations in Authorware. Collaborated with content developers to establish and maintain course content and direction. Reviewed design documents and templates to ensure quality and efficiency of design, proofread copy for grammar, style, and spelling.

- o Directed training of Flash usage and action scripting for production department.
- o Designed and created Internet based courses for Fortune 1000 companies.

Feb. 1998 – Jul. 2000 Internet Ad Design - Web Developer / Network Consultant – Designed and implemented web sites for client companies. Offered clients hosting services and network consulting for issues pertaining to IT needs, user-centered technical support, software management, hardware management, network administration, servers, email services, disaster recovery, network security, solution development, technical infrastructure, supporting database and web initiatives and effective marketing techniques.

- o Clients included Tanisys Technologies, Sunset Direct, Texas Association of Future Educators, Digital Precision, Business Technology Associates, Allbens, Auto Choice, Colorado Springs fit Magazine, Golf Bags Direct.

Qualifications

Computer Support:

- Certifications:
    - CompTIA A+ certified
    - Microsoft Certified Desktop Support Technician (MCDST)
    - Microsoft Certified Professional (MCP)
    - Dell Wireless

- Server Administration Competencies:
    - Windows and Linux Domain support (Active Directory & Samba, Group Policy)
    - DHCP, DNS, FTP, FTPS, HTTP, HTTPS, SFTP, SSH, AS2
    - Mail Servers (Exchange, Sendmail, Postfix)
    - HTTP/HTTPS (IIS & Apache)
    - SQL (MS SQL & MySQL)
    - VPN, Citrix
    - PGP encryption
    - VMware Virtual Server environments
    - Veritas / Symantec Backup Exec
    - Cisco appliance administration & maintenance
    - Data Restoration & Recovery

- Technical Support Competencies:
    - Desktop, Workstation, Portable, and Server hardware
    - Networking/Wireless
    - Windows 95, 98, NT 4.0 Workstation & Server, 2000, 2003 & 2008, ME, XP, and Vista
    - Software assistance for Industry Standard Products
    - PDA, Printer, TV, and Projector Support
    - Customer Care Issues
    - Executive Escalations

Web Design:

- Knowledge and working experience with:
    - HTML/XHTML/XML
    - CSS
    - SQL
    - Adobe Photoshop
    - Dreamweaver
    - Flash
- 4 years experience in web development

Miscellaneous:

- 7 years experience in building, maintaining and repairing computers
- 3 years technical support experience with in a 3000+ person multi departmental Technical Support center for a Fortune 25 company.
- 2 years project management
- 2 year developing and deploying training materials
- 1 year administrating a LTSP and Linux server network.