

Jose Niada

IT ADMINISTRATOR / TECHNICAL SUPPORT

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Summary of Skills:

- IT Professional with 25+ years of experience in Systems and Network Administration
- Determined to meet expectations and willing to perform effectively and efficiently.
- Expertise in VMware, Microsoft Hyper-V Infrastructure, and Hyperconverged Infrastructure (HCI)
- Strong ability to work with all customers in a Technical Support role.
- Customer-focused, result-oriented, and collaborative leader.
- Excellent communication skills, Bilingual (Spanish & English).

Work Experience

IT Administrator

Golden Queen Mining Co. LLC. - Mojave, CA – May 2018 to Present

Responsible for maintaining, configuring, and reliably operating computer systems, phone systems, network servers, and virtualization. Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.

Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues. Provided documentation and technical specifications for planning and implementing new or upgrades of IT infrastructure. Performed regular backup operations and implemented appropriate processes for data protection, disaster recovery, and failover procedures. Lead desktop and helpdesk support efforts, ensuring all desktop applications, workstations, and related equipment problems are resolved promptly with limited disruptions. Responsible for capacity, storage planning, and database performance.

Educates users by conducting training programs and providing references and support. Tracks IT expenditures by submitting information for budgets and monitoring expenses. Maintained lists of all company hardware and software by performing inventories. Protects the company's investment by keeping information confidential.

Senior Technical Support Engineer

Dependable Highway Express Inc. - Los Angeles, CA - December 2011 to Present

Implementation of Windows servers 2008/2012R2 install and configuration roles. Integration of user workstations with Microsoft Windows 7/8/10 operating system and Office 2010/13/16. Maintain network base Servers; File and Print Servers, Terminal Servers, Application Servers, Email, Active Directory, DNS, and DHCP. Monitor and troubleshoot physical and virtual server infrastructure. Provide technical support through analysis and problem solving to enable installation maintenance implementation and documentation of software and hardware technologies using remote communication or phone support. Configuration and resetting network access accounts for AD, Lync, Great Plains, CRM, and Core Systems. Provide general end-user training and documentation. Provision, maintain, and remove security network access to terms confidentially. Provide email archive and documents as requested. Update and maintain data of computers, laptops, and phones (Android and Google apps)

IT Help Desk Analyst

L.H. Dottie Company - Commerce, CA - October 2007 to December 2011

Design, Install, configure, and optimize Windows servers to achieve no downtime of various site locations. Responsible for serving advance-level technical support. Provide administration for Windows server systems and conduct research for and maintain systems and utilities. Apply analytical thinking and problem-solving skills to help identify system issues to maximize uptime. Administer the VMware Infrastructure. Setup and manage the EDI (Electronic Data Interchange) Interface through Oracle Business Suite ERP. Support Mac OS X for executives' MacBooks, iPads, and iPhones.

Supervisor

NewEgg.com - Whittier, CA - September 2000 to October 2007

Implemented VMware ESX server to provide multiple virtual hardware platforms while decreasing hardware costs and energy consumption. Migrated obsolete hardware platforms to VMs via VMware Converter. Manage and monitor 10 subordinates to include recognition, rewards, disciplinary action, termination, productivity monitoring, cycle-time analysis, and coaching.

Education	Certificates
BS in Information Technology Capella University, Minneapolis, MN – 2023 to 2024	IBM Cybersecurity Analyst IBM, CA – 2022
Certificate of Completion in Security+ & Linux Administration Antelope Valley College - Lancaster, CA - 2016 to 2017	Google IT Support Certificate Google Inc, CA - 2020
Network & Systems Administration Cerritos College - Norwalk, CA - 2006 to 2010	Microsoft Certified Professional Microsoft Corporation, Lima - 2000
Systems Engineering UTP Tech University - Lima - 1999 to 2000	
BS in Computer Science IDAT Tech Institute – Lima - 1995 to 2000	

Skills

System Administration (20+ years), Helpdesk (25+ years), Technical Support (25+ years)

- SCCM Installation of applications/windows OS /configuration/patching monitor & maintain client's health. Participate in new application and hardware rollouts, testing, and special projects as needed.
- Configure and install Ubiquiti devices, including AirFiber Antennas, switches, and access points.
- Microsoft Security Endpoint scan updates and patches.
- Cisco Routers/Switches Cisco switch configurations, Network administration to include LA troubleshooting and resolutions. Configure and deploy access points. SolarWinds monitoring analyzes network bandwidth to optimize uptime.
- Lync 2013 System Configure and troubleshoot Lync phones, verify and update contact names, phone extensions, and corporation directory. Maintained and updated all systems as required.
- Group Policy Object Implementation of group policy by analyzing enterprise environment and user's requirements, defining business objectives and goals of the corporation. Create new organizational units to meet work department implantations.
- AD/DHCP/DNS Manage and maintain enterprise AD, DHCP & DNS. Diagnose and resolve production incidents analytically and methodically. Update and maintain replication between Domains.
- Controllers and DNS records. IP Scheme for DHCP services.
- Exchange Manage hybrid environment, monitoring troubleshooting and maintenance of mail routing. Create mailboxes, public folders, e-mail distribution groups, set mailbox quota, shared mailbox, and archive mailboxes as requested. Troubleshoot SMTP relay.
- Hyper-V/VMWare Implementation of virtual infrastructure. Provide & maintain documentation of virtual machines, and create internal, external, and private network adapters for QA. vSphere client, VMware Workstation, and Hyper V Manager.
- Servers 2008 R2/2012 R2 /2016/2019 Acquire, configure and maintain the development of production servers. Support development, and test production servers, including after-hours support and monitoring server usage and uptime. Hardware and software upgrades as required.
- Veeam Backup, Participate in disaster recovery of all systems. Recover operating systems, virtual application files, and P2V servers. Schedule server backups, set up email alerts for backup confirmation, and update and maintain Veeam Backup & Replication software.
- Windows Deployment Services Implementations for Windows 7 & 10 migrations using WDS. Driver's injections are based on specific make and model.
- Microsoft Dynamics GP 2013, Installed and maintained Dynamics GP software for functional accounting purposes. Supported product customizations and suggested ERP Upgrades.

* **References will be provided upon request**