

PROFESSIONAL SUMMARY

IT Support Technician and Systems Administrator with over 15 years of hands-on experience in desktop support, user account management, Active Directory administration, hardware/software troubleshooting, and customer service. Proven ability to act as the first point of contact for help desk operations, resolve Tier 1-2 support issues, distribute tickets appropriately, and maintain efficient workflow across IT teams. Strong communication skills, technical documentation abilities, and problem-solving aptitude. Experienced in PC imaging, software installation, peripheral setup, supporting large multi-location environments, and developing custom tools to improve IT operations.

PROFESSIONAL EXPERIENCE

IT Support Analyst

Feb 2026 - Aug 2026

Alterra Mountain Company - Mammoth Mountain Resort

Mammoth Lakes, CA

- Provided Tier 1-2 technical support for resort employees, troubleshooting Windows workstations, laptops, software, printers, peripherals, user accounts, and network connectivity.
- Managed Active Directory accounts, permissions, password resets, Microsoft 365 applications, and other enterprise systems.
- Performed PC imaging, workstation deployment, software installation, hardware replacement, asset management, and remote and onsite troubleshooting across a large multi-location resort environment.
- Supported operational technology throughout the resort, including digital signage systems and ski lift access gates.
- Developed a custom C#/.NET digital signage management utility using PowerShell automation to remotely restart and recover signage displays, track execution progress, and report failures.
- Developed a custom C#/.NET ski lift gate monitoring application providing centralized, real-time monitoring of lift gate connectivity and device availability to help technicians quickly identify and troubleshoot outages.
- Created PowerShell scripts and automation tools to streamline repetitive support and system administration tasks.
- Documented incidents, resolutions, procedures, and technical configurations while coordinating escalated issues with infrastructure, networking, application, and other IT teams.

Boatyard Mechanic & Marine Carpenter

Dec 2024 - Feb 2026

Ventura Harbor Boat Yard

Ventura, CA

- Diagnosed and repaired mechanical, electrical, plumbing, and structural issues on recreational and commercial vessels.
- Performed installation, maintenance, and replacement of marine hardware, equipment, and onboard systems.
- Completed marine carpentry, fabrication, structural repair, refinishing, and custom modification projects.
- Troubleshoot equipment failures using systematic diagnostic techniques to identify root causes and determine appropriate repairs.
- Used hand tools, power tools, diagnostic equipment, and specialized marine equipment while following established safety procedures.
- Coordinated multiple repair projects while maintaining detailed work records and communicating project status, findings, and recommendations to customers and management.
- Applied electrical, mechanical, fabrication, and technical troubleshooting skills in a hands-on production environment.

Lead Consultant

Jun 2019 - Dec 2024

IT 4 Ventura, LLC

Ventura, CA

- Served as first point of contact for user technical issues, resolving Tier 1-2 support requests across Windows and macOS environments.
- Created new user accounts, managed Active Directory groups, and maintained user databases.
- Provided desktop and laptop hardware troubleshooting, software installation, and PC imaging support.
- Installed, configured, and supported Microsoft Office Suite, Exchange email accounts, and business applications.
- Managed VoIP phone systems and resolved telecom-related tickets.
- Performed hardware purchasing, asset tracking, and equipment distribution across multiple locations.
- Maintained documentation, created user guides, and communicated technical instructions clearly to non-technical users.

Converged Technology Engineer

Jul 2018 - Jun 2019

Voice Smart Networks

Ventura, CA

- Delivered front-line desktop support and managed ticket queues, routing tasks to telecom and systems admin teams.
- Installed and configured software, peripherals, and Microsoft applications.
- Assisted with PC imaging, device deployment, and workstation upgrades.
- Troubleshoot Exchange, Active Directory, Office Suite, and network account issues.
- Supported multi-site environments and provided onsite hardware delivery and setup.

Geek Squad Consultation Agent

Feb 2018 - Jul 2018

Best Buy

Oxnard, CA

- Provided face-to-face desktop support and troubleshooting for Windows and macOS systems.
- Installed software, configured devices, and educated users using clear, friendly communication.
- Repaired peripheral and hardware components including printers, hard drives, and networking gear.

Application Developer / Hyperion Systems Administrator

Apr 2013 - Dec 2017

Ryder Systems, Inc.

Miami, FL

- Supported over 300 users, resolving software, hardware, printing, and account issues.
- Managed user permissions through Active Directory and supported Office applications.
- Maintained documentation for troubleshooting, installations, and system access.

IT Analyst / Hyperion Systems Administrator

Feb 2004 - Apr 2013

AutoNation, Inc.

Fort Lauderdale, FL

- Performed desktop support, password resets, and account administration.
- Managed printing systems, peripherals, and local hardware deployments.
- Assisted system administrators with server updates, imaging, and troubleshooting tasks.

Senior IT Support Analyst

Jul 2003 - Feb 2004

AutoNation

Miami, FL

- Delivered Tier 1-2 support with a 98% first-call resolution rate.
- Supported VoIP, printers, desktops, and user account functions.
- Documented processes and assisted with internal IT projects.

EDUCATION

- California Lutheran University, CA, Thousand Oaks
Bachelor of Science, Computer Science, 2024

SKILLS

Technical Support & Help Desk, Desktop support, Ticket triage, New user setup, User accounts, Active Directory, Password resets, Microsoft Exchange, Microsoft 365, PC imaging, Hardware installation, Peripheral troubleshooting, Software deployment, Windows, macOS, Linux, ADUC, Office Suite, VoIP support, Network printers, Remote support tools, Patch management, PowerShell, C#/.NET, Hardware diagnostics, Laptop/desktop repair, User permissions, System documentation, IT purchasing, Asset management, Operational technology support, Clear communication, Customer service, Problem solving, Multitasking, Team collaboration