

Eugene Chamorro

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IT SPECIALIST & SYSTEMS ADMINISTRATOR

- A results-driven professional with 13 years of experience in Information Technology and working with industry leading organizations with experience in System administration, Project Management and Helpdesk administration.
- Proven ability to improve systems, connectivity, communications and business operations; effectively communicate with end-users to identify problems and create solutions; proficient in a range of computer systems, languages, tools and testing methodologies.
- Bilingual - English and Spanish.

HIGHLIGHTS IT SKILLS

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|---|--------------------------------|------------------------------|
| • Systems and Network Administration | • Project Management | • NOS Patches & Updates |
| • Systems Installation, Configuration & Upgrading | • Security Solutions | • Training & Mentoring |
| • Technical Support and Assistance | • Database Design & Management | • System Backup and Recovery |
| | | • Helpdesk support |

PROFESIONAL EXPERIENCE

TABC (Toyota) – Long Beach, CA

1991 - Present

Systems Administrator & Helpdesk Administrator (1999-Present)

Systems Administration

- Manage and maintain 30 Servers in physical (HP ProLiant DL 380 G2, G3, G4 and G5) and VMware environment.
- Administer Windows Active Directory security groups, accounts, structure, and group policies.
- Configure and manage Domain Controllers, DNS, DHCP, and Print servers.
- Troubleshoot AD, DNS, DHCP, Print Servers, and Application servers.
- Provide network instruction and VPN support and troubleshoot problems.
- Configure backups and file restoration using VERITAS Netbackup software; provide rotation of tapes, and offsite file storage.
- Create and maintain network drives and develop setup quotas.
- Troubleshoot network equipment including cables and switches.
- Monitor Cisco devices and update IOS switches.
- Served as the project lead for projects including Windows XP/7 upgrade, Office 2003/2010 Upgrade, Windows 2003/2008 server upgrade, Securewave management and deployment, Norton Antivirus Server and deployment on computers and servers, TrendMicro upgrade on computers and servers, Equitrack management and deployment on print servers and copiers, Remedy Helpdesk system deployment, UCS Upgrade, etc.
- Strengthened system/network security and business-continuity planning as a member of company's security incident response team.

Helpdesk Administration

- Support 400 Windows XP/7 workstations.
- Manage daily activities using the Remedy Ticket System.
- Provide L2, L3 and L4 support as needed.
- Provide desktop/laptop/printer installation and troubleshooting.
- Provide hardware & software inventory including acquisition records and licensing information.
- Provide asset management.
- Provide user support, create/maintain standards and develop upgrade plans.
- Utilize an image system to setup computers.
- Support TABC maintenance contracts for printers/copiers and setup equipment.
- Utilize Equitrack server to manage users and monitor usage.
- Deliver reports on Helpdesk status, SLA targets through a system of KPIs.
- Oversees usage, contracts, and costs of cell phones and blackberries handhelds.

- Manage users using Blackberry Enterprise Server

Production Team Leader (1991-1999)

- Supervised car part production workers on the factory line.

EDUCATION

MS in Computer Science, California State University Dominguez Hills, 2012

BS in Computer Science, California State University Dominguez Hills, 2007

- Minor in Business Administration: Information Systems

Certifications:

- CompTIA A+
- CompTIA Network+
- MCP
- MCDST
- CCNA (In progress)

PUBLICATIONS

“The Design and Implementation of an Antivirus Software”
Published by the IEEE Computer Society/CPS (IEEE Conference Publishing Services)