



Profile

With over 16 years of experience in the computer industry that began with the United States Air Force, I am an innovative team player with tremendous initiative and a passion for excellence. I have a proven track record of innovation, focused on improvement and modernization, coupled with adherence to excellent customer service. I aspire to quickly becoming a key asset while aligning myself to your corporate goals.

Contact Information

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References

Available upon request

Joseph Espiritu

visit my online resume at
www.josephespiritu.com



Experience

CliniComp International | 9655 Towne Centre Drive, San Diego, CA 92121
October 2014 – November 2017 | PC Specialist | Systems Engineer

- Designed initial base image build template for Windows 10 Enterprise laptop deployment that was 100% compliant with Security Technical Implementation Guide (STIG) policies, created its Microsoft Deployment Toolkit workbench and tasks to automate software installation, and configured Active Directory (AD) Group Policy Objects (GPO) to automate its configuration.
- Configured company-wide Wireless 802.1x with Radius authentication implementation that secured and simplified employee connections, using domain credentials on the wireless network.
- Identified and instituted the upgrade from a File Replication Service to a Distributed File System that consisted of raising AD Forest Level and demoting legacy domain controllers and no down time.

Mitchell International Inc. | 6220 Greenwich Drive, San Diego, CA 92122
January 2006 – January 2014 | Product Support | Representative 3

- Maximized the accuracy of software configuration and reduced deployment time of laptop provisioning with "Customer Exchange Program" using Visual Basic scripting methods to automate a solution for software configuration of a laptop deployment.
- Pioneered and designed the solution of organizations first Windows System Update Server (WSUS).
- Accomplished software training, installation, and support that entailed over 2,000 Salesforce case tickets in a \$5M insurance software rollout to over 5,000 national body shop; and during that period added \$21,000 in additional sales leads by identifying additional customer needs.

Northrop Grumman | 9326 Spectrum Center Blvd, San Diego, CA 92128
June 2005 - January 2006 | Help Desk Technician

- Maintained quarterly positive rating for timely support and issues responded within service level agreement time frame.
- Commended for maintaining a no dropped call rate despite averaging 15-30 support calls daily.

United States Air Force | 424th AB RAF Fairford, Gloucestershire, UK GL74DL
January 2001 - January 2005 | Computer Systems Operator Journeyman

- Contributed to completing ahead of schedule the base \$15M network infrastructure cutover from copper to a Cisco-based fiber optic backbone in a hybrid mesh topology, that required upgrade of Cisco router and switch IOS configurations, media converter placement, LAN termination troubleshooting, and DHCP super scope configurations.
- Provided on time service for Active Directory and Outlook account creation, computer deployment, build-up, tear-down, and troubleshooting of secured and unsecured networks, to over 2,000 incoming troops that was recognized by the Wing Commander to receive the "Outstanding Unit Award."
- Standardized and automated Windows XP computer operating systems configuration and deployment using answer files and slipstreamed service packs for unattended installation of Windows workstation deployment and provided training to cross-functional system administrators regarding functionality, security postures, and reporting.

Please visit my online resume at WWW.JOSEPHESPIRITU.COM to see more details of my CV!



Education and Certifications

Community College of the Air Force - United States Air Forces Europe, RAF Fairford, UK GL74DL
Computer and Information Sciences, Associate of Applied Science

University of Guam - Mangilao, Guam
Bachelors of Computer Science



CompTIA Network+

<https://www.certmetrics.com/comptia/public/verification.aspx>
Verify Code: Y9RRLDQEDGR114HR



MCP 70-410 Installing and Configuring Windows Server 2012 R2

<https://mcp.microsoft.com/anonymous/transcript/validate>
Transcript ID: 1214869 Verify Code: CheckMyCert