Joseph Espiritu  
visit my online resume:

<www.josephespiritu.com>

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Experience



**October 2014 – November 2017**

**Profile**

I am an innovative, industry certified systems administrator (MCP) with networking knowledge (Network+) and over 16 years of experience with focus on first-rate customer service, exceptional verbal and written communication skills, and a passion for excellence. I am adept in installing, repairing, and troubleshooting computer hardware and peripherals with extensive knowledge of mass hardware and software deployments and experienced in fast paced high stress environments. I am exploring a long term niche in a collaborative team environment with aspirations to make an immediate impact while aligning myself to your organizational goals!

CliniComp International Inc. | 9655 Towne Centre Drive, San Diego, CA 92121  
Systems Engineer | PC Specialist

Achievements

* Implemented initial secure host baseline of Windows 10 Enterprise image build in compliance with Security Technical Implementation Guide (STIG) policies then established an automated deployment solution using Microsoft Deployment Toolkit (MDT) creating its separate software installation sets and driver installation groups, and simplified uniform configuration through Active Directory (AD) Group Policy Object Organizational Units (GPO OU’s)
* Deployed company-wide Wireless 802.1X with Radius authentication implementation that secured and simplified employee connections to the wireless network by using their network credentials instead of a common shared password.
* Increased Windows System Update Services (WSUS) server hard drive capacity through a hardware installation of a raid 10 array, and migrated its guest operating system from a VMware ESXi host into a QEMU/KVM guest. Restructured the WSUS configuration hierarchies to include Test groups and configured features to provide cross-departmental visibility allowing the Information Assurance team to view WSUS status and create reports.
* Implemented the upgrade of domain infrastructure from a File Replication System (FRS) replication to a Distributed File System (DFS); an effort that included implementing a Windows Domain AD Forrest functional level upgrade, migrating network file shares from heterogeneous server systems, and demoting the retired domain controllers.
* Led the upgrade transition of newly purchased network Minolta BizTalk multi-function printer upgrade maintained and configuration to the Windows Print Server and AD GPO settings.
* Coordinated the upgrade of the McAfee e-Policy Orchestrator (ePO) to version 5.3 and redesigned the hierarchy and policy sets for the McAfee Host Based Security System (HBSS), and managed its day-to-day tasks.
* Proponent of documenting processes and procedures:
* Streamlined the documentation of the support team’s separation procedures, that clarified additional steps needed to adjust each system database record that held account information.

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* Created BIOS configuration checklists that configured UEFI based builds to ensure proper utilization of BitLocker, Credential Guard, and Device Guard.
* Improved the capability for organizational users to leverage the use of Outlook Address Book for identifying a contact’s phone number through the creation of additional steps with the on-boarding procedures.

Responsibilities

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* Perform routine tasks to maintain and support the integrity and configuration of the operating system environment, network infrastructure, and various computer systems and their peripherals to include, mobile devices, network equipment, and multi-function printers.
* Install, configure, and troubleshoot a variety of Windows operating systems as well as simple user account maintenance in RedHat Linux.
* Perform system backup, system recovery, and file maintenance for Symantec Veritas NetBackups.
* Monitor and maintain software licensing and maintenance agreements through Microsoft Volume Licensing Center (VMLC) and Microsoft Key Management Service (KMS) server.
* Plan and implement upgrades, patches, and installations of new applications and/or equipment deployment and with a disaster recovery, security, backup, and restore policy plan prior to implementation.

**References Available**

**Upon Request**

* Conduct evaluation and provide a review of new hardware and software technology acquisitions to optimize performance, network efficiency, and/or utilization.

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* Assist with the daily administration of network equipment, physical and virtual server infrastructure, and workstation environment interconnectivity and run diagnostic test to ensure systems are functioning efficiently as needed.
* Maintain computer equipment, hardware, and software updates to meet organizational needs and compliance to Security Technical Implementation Guidelines.
* Schedule, install, configure, package, test, and/or deploy software installations and upgrades through manual and automated methods such as PowerShell, command module, and visual basic scripts or by utilizing Group Policy and Windows Server Update Services (WSUS) Update Publisher software distribution.
* Responsible for tracking the computer equipment, parts inventory, and maintenance of documentation using Snipe-IT, an open source asset management software.
* Assist in the installation and maintenance of network communications (LAN, WLAN, and WAN), which include laying network cable, switch port to network drop termination, switch configuration, Wi-Fi connectivity, network fault isolation, and documenting configuration changes.
* Configure, troubleshoot, and maintain various network devices and services, which comprise of connection software(s), VPN connection interfaces, and conferencing technologies e.g. Skype, Defense Collaboration Services (DCS), Masergy VOIP phones, Cisco VPN, Juniper Network Connect VPN, Rukus Wireless ZoneDirector, Adobe Connect, and various mobile phone app configurations.
* Install and configure workstations deployments, while updating configurations to manage Microsoft Deployment Toolkit system tasks, driver packages, and software install groups.
* Perform new user system setup, train new users in the proper use of hardware and software, provide technical assistance, and solve computer related problems ensuring progress documentation in BugZilla ticketing system.
* Provide users with preventive maintenance and configuration recommendations to improve system or application usability, performance, and customer satisfaction.
* Evaluate user needs, define technical problems, and work with cross-functional engineering/development staff to resolve computer technical issues.
* Provide problem analysis and develop solutions for complex Windows related problems beyond the scope of 1st and 2nd tier system analysts, sometimes functioning as a liaison with external customer's IT staff to provide a solution.
* Assist in design, development, implementation, and analysis of technical products and systems, then contribute in the formulation of procedures and best practices for users and/or teammates.
* Develop, prepare and/or maintain documentation pertaining to business processes, systems operation, product configuration, and other technical processes and publish on team's wiki page, and create new documentation or update existing documentation to reflect changes in a product or process.
* Perform continuous analysis of production jobs, backup processes, system monitors, and server availability and provide solutions coordinating with impacted groups.
* Analyze, implement, and solve technical problems with various middle-ware technologies and find solutions or propose alternatives to fulfill company's requirements.
* Document, assist, coach, or train knowledge of routine configuration, maintenance tasks, troubleshooting issues, and inter-connectivity of systems, routers, switches, and firewall.

**January 2006 – January 2014**

Mitchell International Inc. | 6220 Greenwich Drive, San Diego, CA 92122  
Product Support Representative II | PC Specialist II

Achievements

* Innovated existing Symantec Ghost system deployment from boot CD’s to a pre-execution boot network GhostCast image deployment increasing the efficiency by a reduced touch time of 30 minutes to less than 5 minutes.
* Researched VB basic scripting methods to help develop an automated solution for software set up to individualize each field personnel’s SalesForce driven deployment request of Toughbook laptops increasing the accuracy of configuration by 100% and increased deployment turnaround time.
* Examined solution and designed organizations first Windows System Update Server (WSUS), created pilot accounts, and organization units testing its feasibility prior to deployment campus wide.
* Championed newly acquired additional business of the FastPhoto system, deploying and testing Linux CentOS 5/6 servers, and configuration of its connected Ricoh wireless camera systems and assisted with the development of an automated solution for its deployment.
* Assisted in the inventory, disassemble, and then redeployment over 1000 computers systems during company’s building move two days ahead of schedule ensuring all employees were able to come to work with minimal interruption.
* Provided training, installation, support, and processed over 2000 SalesForce case tickets for 2013 and aided in the completion of $5M Progressive Insurance project rollout that deployed software to over 5000 body shops nationwide, whilegenerating and extra $21,000 in sales leads by identifying additional product needs.
* Garnered a 9.9% customer overall satisfaction for FY2013 in Go2Assist customer survey report and obtained a team award for most calls taken using inContact software.

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* Developed departmental “canned” e-mail templates and process that simplified and increased efficiency of interdepartmental and customer communications.

Responsibilities

* Manage the life cycle of over 2000 CF-19/18 Toughbook ruggedized laptops - Symantec Ghost clone image management with requests for change, operating system upgrades, software updates, personalize configuration, return materials authorization, and reconciliation of inventory.
* Maintain the production lab environment of a gigabit LAN consisting of Cisco and Dell switches, and Windows 2003 and 2008 file servers configured as DHCP Server, domain controllers, and Symantec Ghost server ensuring their backups, maintenance cycles, and disaster recovery.
* Analyze scope and impact of software and hardware implementation via remote site survey, collecting network information such as IP address, DHCP Server, and DNS information, then advice cross-departmental teams with technical data for hardware and/or software implementation purchased by the customer.
* Coordinate monthly with Quality Assurance team to conduct workflow tests and address additions for emerging technologies such as cellular air cards and printers.
* Generate, test, and deploy monthly Windows Critical Update packages using scripted iExpress packages for remote deployment on hosted SalesForce website.
* Present technical solutions for sales teams to establish system builds for pilot and demo projects for prospective software installation purchase.
* Provide remote Go2Assist installation, support, and training through outbound calls via inContact software and Cisco VOIP phone systems.
* Document case progressions, generate reports and dashboards, create task, events, and solutions, and e-mail notifications using SalesForce.
* Configure, test, and ship Linux Centos 6 servers and their connected wireless cameras for production, demo, and Quality Assurance environments.
* Offer technical advice to interdepartmental teams for hardware/software implementation and equipment inventory.
* Install, coordinate renewal, and recommend Antivirus software for site license deployed to field laptops.
* Support, monitor, test, and troubleshoot hardware and software problems and recommend and schedule repairs.
* Participate in mass rollouts of software(s) and follow up training with cross-departmental teams.
* Train peers and cross-functional teams on Linux server implementation and wireless connection troubleshooting.
* Create and update departmental process and procedures.
* Provide training and guidance to new hires.

**June 2005 - January 2006**

Northrop Grumman Space Technology Division | 9326 Spectrum Center Blvd, San Diego, CA 92128  
Help Desk Technician

Accomplishments

* Maintained a green level rating for timely support and issues responded within service level agreement time frames.
* Part of a two-man team lauded for maintaining no dropped calls despite averaging 15-30 calls daily for 4th Quarter 2005.
* Completed yearly inventory ahead of schedule with 100% accountability of all assets.

Responsibilities

* Manage Call Desk that received 15-30 calls daily, process web based support issues, address walk-in inquiries, and troubleshot pc problems remotely - document all activities via Remedy Action Request System.
* Determine scope of Remedy ticket resolution for onsite support, then deploy and track desktop support technicians.
* Update procedures for routine tasks, then develop and document solutions for common technical issues.
* Prepare Symantec Ghost image sessions deployment of hardware and prepared necessary peripherals for efficient deployment.
* Maintain, track, and order inventory of computer hardware supplies required by desktop technicians.
* Coordinate with Human Resources, department managers, system administrators, and desktop technicians to fulfill IT requirements for successful onboarding of new employees.

**January 2001 - January 2005**

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United States Air Force | Royal Air Force 424th Airbase, Fairford, UK GL74DL

Computer Systems Operations Technician (3C051)

Accomplishments

* Conducted semi-annual training to non-IT staff in best practices as first tier support to their organization.
* Standardized and automated computer operating systems configuration and deployment using automated answer files and slipstreamed service packs for unattended installation of Windows XP workstation deployment.
* Completed ahead of schedule base $15M network infrastructure cutover of network infrastructure to a hybrid- mesh, fiber backbone topology, assisting on the upgrade of Cisco routers and switches IOS configurations, set up of media converters, and configuration of DHCP superscopes on DHCP server.
* Europe Wing commander recognized our team with the “Outstanding Unit Award” for exemplary computer operational support when base increased its staffing from 200 to 2000 new users. We provided timely services for Active Directory and Outlook account creation, computer deployment and troubleshooting, creation of unsecured and secured networks, deployment of class and training environments, inventory of equipment of network systems and classified equipment, and network maintenance and update patches via HP OpenView and SMS 2003.

Responsibilities

* Engage in first, second, and third tier support to base wide customers providing remote or on site computer hardware and software problem resolution, and create and update operational procedures as necessary.
* Deploy, monitor, report, and network all base computers, servers, and Cisco routers and switches; then monitor uptime and report using HP OpenView and CiscoWorks Simple Network Management Protocol (SNMP) software.
* Conduct site surveys for computer systems deployment, determine appropriate systems for upgrade and deploy ad-hoc networked class environments for training sessions.
* Manage computers and server’s software installations, upgrade patches, and window critical updates; using Systems Management Server 2003 patch deployment.
* Conduct installation, backup verification, and maintenance of network servers such as Remedy, Exchange, Symantec, Legato Backups, and HP OpenView.
* Configure, maintain, and load/reload IOS configuration of Cisco routers and switches and troubleshot any network related issues and established DHCP scope and IP distribution scheme on DHCP server.
* As Equipment Control Officer, maintain the accountability of all computer systems and network devices, as well as classified material.
* Provide biannual training to non-IT staff members on best practices and common IT solution, reinforcing proper security utilization.
* Generate and assign Remedy tickets for field technician deployment and report staffing requirements and training to base commander.
* Create and delete organizational user accounts through Active Directory and maintained their OU group memberships.
* Set up, maintain, and update records of secure SIPRNet connections using TACLANES devices for WAN secure communications.
* Assists with planning, building, implementing, and modifying of information systems in organization's systems infrastructure.
* Monitors network performance and performs testing to provide diagnosis of issues or escalate complex issues, then assist with deployment of solutions.

Education and Experience

###### 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

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