CHRISTOPHER DEPAOLA

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TECHNICAL SKILLS

- Hyper-V / VMware ESXi
- Microsoft Office 365 Admin
- Windows Server (2008-2019)
- Mimecast and SonicWall
- Azure Cloud

- Active Directory and Group Policy
- Remote Endpoint Management
- VPN (PPTP and Remote)
- Veeam/Infrascale Backups
- Linux Administration

PROFESSIONAL EXPERIENCE

MAY 2022 – PRESENT

SENIOR SYSTEM ADMINISTRATOR, OCEAN MEDIA INC.,

HUNTINGTON BEACH, CA

Senior System Administrator (Jan 2024 – Present)
System Administrator (Jan 2023 – Jan 2024)
Junior System Administrator (May 2022 – Jan 2023)

> I contribute to our IT team by enhancing server administration and maintenance operations, such as deploying new servers and applications, overseeing the Windows AD environment, and managing physical server upkeep. My areas of expertise encompass Linux administration, with a focus on security administration to safeguard against potential threats and maintain a secure internal and external environment. Furthermore, I assist with multi-tier helpdesk tickets and other routine IT responsibilities.

MARCH 2021 – MAY 2022

SYSTEM ADMINISTRATOR, DOORWAY HOME LOANS,

SANTA ANA, CA

System Administrator (Sept 2021 – May 2022)

- Active Directory and Group Policy: Full administration of Active Directory for 120+ users and Group Policy
- Server Administration: Physical and software-based server repairs, setup, maintenance, clustered servers in the ESXi and Hyper-V environments utilizing SANs. RAID backups, Windows server (2008-2019), IIS, file shares, domain controllers, SQL servers, and application servers.
- Networking: Multiple network locations nationwide, including a datacenter, Point-To-Point VPN tunnels, and remote access VPN, numerous external IPs, DNS, VLANs, firewalls, and general network management
- Licensing: Procurement and maintenance of new and existing software licenses
- Backups and Security: Administration and testing of backups, UPS systems, multifactor authentication, secure messaging services, and certificate procurement and administration.
- Endpoint administration: System imaging, remote management software, equipment inventory, hardware repairs, and IP phones/softphones.
- Software Administration: Microsoft Office 365 Admin Center, Exchange, SharePoint, Teams, One Drive, Xink, Mimecast, VOIP phone lines and faxing, Adobe admin center, and loan-based applications.

IT Help Desk Technician (Mar 2021 – Sept 2021)

- Onboarding/Offboarding: Provisioning/deactivating equipment and logins for on-site and remote users, shipping and receiving new and used equipment.
- Ticketing System: Itarian was used for logging tickets from various users, answering on average 25 tickets a day.

JULY 2016 – OCTOBER 2021
IT SUPPORT SPECIALIST, LA CONTAINER, *YORBA LINDA, CA*

- <u>Active Directory:</u> Able to add/delete users, perform password resets to support up to 30+ users
- <u>Remote Tools:</u> Experienced in TeamViewer and TightVNC for remote troubleshooting
- <u>Ticketing Systems:</u> Utilized QDPM ticketing system to track and complete 5+ tickets per day to give user 1/2 tier support.
- <u>Licensing:</u> Procurement and maintenance of new and existing software licenses
- <u>Networking:</u> Able to set up, support, maintain VPN, VLAN, DNS, DHCP, firewall policy, and experienced in Ubiquiti network devices and managed wireless access points
- <u>Hardware/Software:</u> Able to perform break/fix on Windows workstations, troubleshoot printer issues and image PC's
- <u>Servers:</u> Able to troubleshoot, support, maintain Windows 2008-2012 servers (print servers, file servers, etc.)
- <u>Backup:</u> Able to set up, maintain, and recover backups, experienced with Macrium Reflect

CERTIFICATES

ACHIEVED 6/27/2021, RENEWED 5/15/2024, EXPIRES 6/27/2027
SECURITY+ CE, COMPTIA

EDUCATION

JULY 2021 – NOVEMBER 2023
MBA, INFORMATION TECHNOLOGY MANAGEMENT, SOUTHERN NEW HAMPSHIRE UNIVERSITY
MANCHESTER, NH
Current GPA: 4.0 / 4.0
Coursework: Leading People and Organizations, and Organizational Strategy in a Global Environment

JANUARY 2019 – DECEMBER 2020
B.A. BUSINESS INFORMATION SYSTEMS, CALIFORNIA STATE UNIVERSITY, FULLERTON
FULLERTON, CA
GPA: 3.5 / 4.0
Coursework: Businesses Telecommunications, Business Analytics, System Analysis and Design

AUGUST 2016 – DECEMBER 2018
FULLERTON COLLEGE
FULLERTON, CA