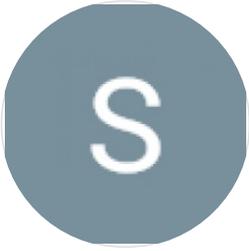


# Network Engineer



Sonny Spray

Bakersfield, CA

## Job Preferences:

Desired job title:	Network Engineer
Desired occupation:	Support Engineer IT Support
Employment type:	Full time
Career status:	Active job seeker
Available to start:	05/2021
Additional notes:	I would like to be able to help people and continue my development by leaning new areas of computer support

## Education:

09/2009 – 11/2013	University of Phoenix Bachelor's Information Technology, Bachelor
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## Work Experience:

09/2012 – 12/2020	<p>Deskside Support Analyst</p> <p>US Computer Business Analyst</p> <p>US Computer Bakersfield, Ca. I was the point of contact for five main office sites, three remote sites, fifteen water, oil and COGEN plants, and several oil and workover rigs that would be in the field at any given time. This would be about 1100 hundred people that I would be available to help. I used Remedy for the first six years, tracking the tickets that came into my area. We then changed to ServeNow, I used ServeNow to track tickets and to track inventory. I closed 50 tickets a week using these ticket systems. I would help customers with their personal computer issues, I would replace damaged components like mice, keyboards, monitors, and even cables. I would also replace outdated and damaged computers as needed. This also included software issues, installing new software, deleting older software, and gain access software programs when needed. I would be asked from time to time to help the network team by replacing a server, checking the connections on a server, ping a server to gather IP information, and to remove a server. I would reimaging and</p>
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download required programs for new users coming into the business unit, I would also setup the workstation for the new user. I setup printers mostly for the oil and workover rigs, I would trouble shoot printers in the main office and plants. This included following up with printer companies on warrant issue for the printers. I would educate end users on basic computer functions and minor trouble shooting.

02/2008 – 09/2012

#### Mail Room / Fleet Coordinator

Pitney Bowes

Pitney Bowes Fellow, Ca To sort mail and deliver packages to the proper people. Resupply office supplies, order office supplies, and maintain supply and postage budgets. Over saw work fleet, assigned vehicles as necessary, ensured preventive maintenance was done, had reserved vehicles ready for use in needed, and made sure tags and lienee where up to date.

04/1995 – 05/2007

#### Executive Team Leader

Target

Executive

Target Bakersfield, Ca To hire, develop, and growth of the team. Achieve goals set for the team within, budget, inventory, and sales. Ensure the safe running of day-to-day business, to find the root cause of any issue that arises with safety, customer complaints, and team member conflict

### Language Skills:

n/a: English

### Skills:

n/a: printers, printer, Microsoft Suite, Reimaging, Passionate, Listening Skills