

# JOSEPH ALI

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## **ABOUT**

**Multi-certified systems specialist** with strong experience managing server infrastructures and network operations across different platforms. Effectively plan, install, configure and optimize IT infrastructures to achieve high availability and performance.

**Proven ability to create and deliver solutions tied to business growth**, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

## **HIGHLIGHTS OF IT SKILLS**

- IT Systems & Infrastructure
- LAN/WAN/NOC Administration
- Workflow Planning
- User Onboarding & Access Control
- Ticketing and Asset Management
- Technical Documentation
- Manage Hosts, Switches, Firewall, and APs`
- Mobile Device Deployment
- Problem Analysis & Resolution
- Security Solutions
- Systems Installation, Configuration & Upgrading
- Training & Mentoring

## **CERTIFICATIONS**

- CompTIA A+
- Cisco (CMNO) Certified Meraki Network Operator
- CompTIA Network+ (pending)

## **PROFESSIONAL EXPERIENCE**

### **ST. ANNE SCHOOL**

**April 2019 – Present**

#### *Technology Support Specialist II*

- Confer with users, administration, and Director of Technology to define, design, develop, and deploy solutions based on business goals, user requirements and IT standards.
- Works with vendors to design, bid, and complete large-scale projects.
- Reengineered company's systems setup, establishing automated resolution techniques, optimizing system performance, installing upgrades/patches, establishing system monitoring and maintaining security protocols.
- Assists Director of Technology in implementing solutions, as well as maintain and enhance overall system infrastructure. Help build and manage technology budget.
- Maintain current knowledge of all system hardware and software applicable to the environment.
- Responsible for all Technology Support Specialist duties

### **ST. ANNE SCHOOL**

**June 2017 – April 2019**

#### *Technology Support Specialist*

- Responsible for all procurement, setup and implementation of network switches, firewall, wireless infrastructure, and maintenance on 1 MDF and 4 IDF. Manage Network security and content filtering.
- User on-board process including contracts, account setup, email, and security/badge access control.
- Support the usage of technology by the end users. Implementation of asset management and helpdesk platform, and employee training.
- Manages 5 Servers, File Sharing, Access Control, Active Directory, Domain Controller (DHCP, DNS), and Print Server.

- Manages Macbooks, Chromebooks, iPads, and PCs for over 900 end-users. 150+ Avaya phone extensions.
- Works closely with the Director of Marketing to edit website, create distribution lists, design of landing pages, metrics & analytics, in-house design (graphics and media). Design and publishing of Facebook/Google Ads. Procurement of 360 VR content for new school innovation center.

**GEOTECHNICAL SOLUTIONS, INC.**

**Sept 2014 – Oct 2016**

*IT Technician*

- Responsible for system administration support includes: password resets, phones, and troubleshoot. Responsible for setting up multiple workstations and onboarding
- Responsible for handling tier I & II tickets providing Technical/Helpdesk and Application Support.
- Supporting and troubleshooting Cisco VPN issues.
- Manage ticket requests and incident support requests for resolution

**7 DESIGNS + DEVELOPMENT**

**June 2012 – Aug 2014**

*IT Administrator / Desktop & Remote Support Technician*

- Responsible for handling tier I & II tickets along with providing Technical/Helpdesk Support.
- Designed and developed their website ([www.7ddev.com](http://www.7ddev.com)) and content management system.
- Responsible for setting up multiple workstations at client sites, assisting up to 15+ end users
- Day to day responsibilities for system administration support includes: password resets, phones, and troubleshoot applications.

**WESTERN DIGITAL CORPORATION**

**Aug 2012 – Aug 2014**

*IT Technician / Pilot Lab & Desktop Support Technician*

- Prioritized, analyzed, documented, and solved customer and vendor applications issues regarding hard drives and other hardware.
- Effectively reduced support requests from tier I and II queue; such as computer hardware, application errors, database disconnections, and password resets, etc.
- Responsible for a wide range of testing and research activities.
- Operate and maintain test equipment, identify reason for equipment malfunction, run test simulations, and record/analyze data.
- Wrote and updates Knowledge Base articles, documentation and practices.

**REFERENCES AVAILABLE UPON REQUEST**