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| <b>Confidential</b> (US Citizen)   |  | <b>Posted by: Individual</b>                   |  | Tot Exp : <b>10 Yrs</b> | <b>Preferred Employment</b>                       | Available as of Jan-26-11                    |
| <b>Sys Admin/Network;</b> <b>NT Admin</b>  |  |  |  | US Exp : <b>10 Yrs</b>  |   |  |
| Aliso Viejo, CA  |  | Ph(C) :  |  | Salary : <b>70K /Yr</b> | W2 Contract <input checked="" type="checkbox"/>   | <a href="#">Email [Check Availability]</a>   |
| Relocation : <b>NO</b>   |  | Ph(H) : <a href="#">✉ Email me job details</a> |  | Rate : Market           | W2-Permanent <input checked="" type="checkbox"/>  |  |
| Pref. State(s) : CA  |  | Ph(W) :  |  |                         | 1099 Contract <input checked="" type="checkbox"/> | <b>Forward Profile/Resume</b>                |
| System Admin > 1 yrs   |  | Citrix > 1 yrs                                 |  | Security > 1 yrs        | WAN > 1 yrs                                       |  |
| Wireless > 1 yrs   |  | Desk Top > 1 yrs                               |  | Operating Sys > 1 yrs   | ACTIVE DIRECT > 1 yrs                             | Need H1B <input checked="" type="checkbox"/> |
| Desk Top, System Admin, Operating System, ACTIVE DIRECTORY, Migration, MS Office, VPN, Chief Executive Officer, Chief Financial Officer, Chief Information Officer, Citrix, Citrix CPS, FIX, Lotus Notes, MCSE, Security, VBScript, Veritas, WAN, Wireless |  |  |  |                         |   |  |
| Preferred Time to Call :   |  |  |  |                         |   |  |
| Corp-Corp Info : <b>Confidential</b>   |  |  |  |                         |   |  |
| Notes :  |  |  |  |                         |   |  |
| Domain Experience :  |  |  |  |                         |   |  |

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John Tran 93 Cape Victoria, Aliso Viejo, CA 92656 Cellular

System Administrator  
PROFILE

System Administrator with 8 years experience diagnosing and resolving technical/customer inquiries. Proficient in Windows-based environments, Microsoft Exchange, Lotus Notes, MS Office applications. Able to clearly understand problems and find positive solutions through use of troubleshooting, problem solving, and communication skills.

ACCOMPLISHMENTS

- Installed, configured, and setup new fitness club location.
- Implemented VPN and performed OS Migration.
- Demonstrated high quality, results-driven, prompt, and professional customer service and support to instill confidence in technical advice and directions.

EXPERIENCE

Jr. System Administrator May 2010 to Present (Contract) HireRight, Irvine, CA – Serve as a Jr. System Administrator focused on Information Security.

- Administer Microsoft Active Directory Users, Groups, and OUs.
- Created VB Script to create batches of New Hires.
- Setup and configured SonicWall Firewall / VPN Router.
- Installed software, patching, upgrading and maintenance of operating system.

System Administrator March 2009 to May 2010 Boras Corporation, Newport Beach, CA – Serve as IT Support for fast-paced MLB Sports Agency, Maintaining Network, Blackberries, Smart Phones, IT Operations, and implementing new technology.

- Manage network routers, MS Exchange, MS Servers, and PC Break/Fix.
- Administer and configure GFI Spam Filter.
- Recommend and implement new hardware/software.
- Manage Service Pack Updates, Software Upgrades.
- On-call 24/7 support for Field Player agents and Executive Staff.
- Maintain Veritas Backup.

NOC Engineer April 2008 to March 2009 Experian Consumer Direct, Irvine, CA - Responsible for troubleshooting and resolving network issues on international WAN, frame relay network and customer premise equipment. Work with customers, external support groups, internal departments as well as telecommunications vendors to resolve problems.

- Monitor all aspects of Network, Systems, facilities infrastructure and provide outbound communications.
- Monitor systems using BMC, Solarwinds, and SCOM.
- Executed and monitored afterhours batch processes.

IT Coordinator / IT Liaison November 2006 to April 2008 (Contract) Wachovia Bank, Irvine, CA - Serve as the initial point of contact for resolution of desktop/workgroup-related problems in a 100 user environment at Wachovia's Orange County HQ. Assist with the new hire onboarding for all new employees.

- Act as the IT Liaison / Desktop Support for Executive Bank Employees.
- Manage IT onboarding process for new Employees for Wachovia Bank.
- Sole Desktop Engineer in Orange County for Wachovia Bank.
- Manage computer inventory for Retail, Commercial, and Business banking groups.

Desktop / Executive Support March 2006 to November 2006 (Contract) Mazda, Irvine, CA - Serve as the initial point of contact for resolution of desktop/workgroup-related problems in a 1200-user environment. Troubleshoot, research, diagnose, document, and resolve technical issues surrounding Windows, MS Office, e-mail, Internet connections, and hardware/peripherals.

- Primary support Corporate Executive Team, supporting Directors and above, consisting of CEO, CFO, & CIO.
- Perform Dell lease replacements. Duties include ghosting/imaging new drives and migrating all user data. Deploy new desktops and laptops to user database.
- Manage and deploy Blackberries/PDAs. Primary contact for Verizon Wireless.
- 24/7 On-call Desktop support.

IT Help Desk Analyst, Sr/ Severity Problem Analyst Sept 2004 to March 2006 Ameriquest, Orange, CA - Provide support to end users on a variety of issues. Identify, research, and resolve technical problems. Troubleshoot application, database, operating system, and hardware related issues. Provide support to Help Desk Associates

and all Technical Support Partners in Severity Problem Analyst role.

- Operate computer Help Desk assisting users with problems and solutions, while increasing FCR and amount of calls every quarter.
- Active Directory Administration: Create user accounts, create shares, & set file/print permissions.
- Perform Severity Problem Analyst (SPA) duties. Responsible for validating, escalating, and notifying TSPs. Monitor priorities until closure while complying with the company defined OLA.
- Revised complete SPA manual. Responsible for updating all SPA documentation.
- Citrix Presentation Server 4.0 Migration \*\* Support Citrix MetaFrame XP/2003 environments.
- IT Help Desk Analyst March 2003 to Sept 2004 24 Hour Fitness, Carlsbad, CA - Provide support to end users on a variety of issues. Identify, research, and resolve technical problems. Troubleshoot application, database, operating system, and hardware related issues. Install and upgrade software as needed.
- Operate computer help desk assisting users with problems and solutions, while increasing FCR and amount of calls every quarter.
- Demonstrated ability to analyze, evaluate, and resolve hardware and software conflicts, achieving an 85% first call resolution success rate.

EDUCATION Certificate, Computer Science 2002

Computer Education Institute (CEI), Lake Forest, CA - Microsoft Certified Systems Engineer (MCSE) Training program

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