MARIO ANCHONDO

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I am a service-focused IT consultant with unparalleled customer relations skills, task prioritization, and time management. I am motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections.

EXPERIENCE

McAfee, San Jose, CA
(Fulltime) IT Support Specialist, March 2022 - present

- Provide tier II support to McAfee users
- Deploying and configuring Windows devices with Microsoft AutoPilot white-glove provisioning, Microsoft InTune, Apple devices via JAMF, and Azure AD
- Assist users using Cisco VPN, Duo portal, Azure AD, LogMeIn
- Administering McAfee Security Products Solutions for Clients (MVISION ePO server)
- Conduct regular training of new and existing employees
- O365 applications and networking troubleshooting (DHCP, DNS, VLAN, Switch Ports, Group Policies). Windows advanced level troubleshooting

Verkada Inc, San Mateo, CA
(Fulltime) Associate Solutions Engineer, September 2021 - January 2022

- Participated in an intensive technical program that consisted of both theoretical and practical training
- Skills learned in the program were computer networking, electrical engineering, security infrastructure, intro to cloud technologies, and becoming a Verkada certified engineer
- Hands-on experience deploying IP cameras, and access control
- Provided technical support for customers in the pre-sales stage, which included network troubleshooting and software support for Verkada products. Deployment best practices, adjusting camera angles, and privacy screens

Aragen Bioscience Inc, Morgan Hill, CA
(Fulltime) Junior System Administrator, May 2020 - September 2021

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware, both in person and over the phone
- Assist with onboarding users (users supported:130 in a team of 2)
- Improved & maintained the daily performance of the entire business IT infrastructure
- Took the lead on a project implementing QoS on the network for Microsoft Teams
- Resolve technical problems with Local Area Networks, Wide Area Networks, and other systems
- Planned and deployed network growth needs: new cable/terminate endpoints, deployed switches, wireless access points, camera security systems
- Wrote bat scripts to help deploy software onto computers
- Helped secure the network using Kali Linux

Best Buy, Gilroy, CA.
(Fulltime) Geek Squad Agent, Jan 2017 - Jan 2020

- Fulfill duties for clients such as computer installation and optimization of their machines, providing updates for clients in a timely manner, managing inventory, discussing diagnostics with clients, communicating recommendations to protect their devices, and data
- Exceeded sales goals
- Decreased the turnaround time for repairs from 4 days to 1 day
- Certified Apple authorized repair technician. Responsible for diagnosing and repairing Apple products

SKILLS

Technical skills: Python, OSI model, computer repair, Cisco Networking Academy, Azure AD, AWS cloud practitioner, SAML & SCIM, routing &   switching, IPv4 & IPv6, Microsoft Server 2016, Microsoft Active Directory, computer data backup and recovery, Spiceworks ticketing system,
Linux/Kali, Windows, macOS, Vsphere, and camera deployment best practices

Interpersonal skills: Time management, oral and written communication, team collaboration, problem-solving, integrity

EDUCATION
San Jose State University
San Jose, CA
Bachelor of Science (B.S.) Computer Networking System Management
Minor: Business

CERTIFICATIONS

- CompTIA Network+
- AWS Certified Cloud Practitioner
- Aruba Networking Essentials
- TestOut Network Pro