

Drew Jones

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SUMMARY

An accomplished 27-year Computer/Printer, Break/Fix, Web Development professional. Has extensive experience in large scale upgrade deployment projects with a vast knowledge of multiple software, hardware and networking products.

CERTIFICATIONS:

- **IBM Certified Business Partner**
- **Dell Certified Systems Expert (DCSE)**
- **Microsoft Certified Systems Administrator (MCSA)**
- **Microsoft Certified Professional (MCP)**
- **Network+ Certified Technician (NET+)**
- **A+ Certified Repair Technician (A PLUS)**

TECHNICAL SKILLS:

Hardware

- **Printers:** HP, OKI, Lexmark, Xerox, Tally Network
- **Desktops/Laptops:** IBM Netfinity, Net View, Thin Client, Dell Optima GX, Vostro, Latitude, Precision, HP DV Series, Compaq/IBM/Dell PCs, Wyse X Terminal
- **Servers:** HP, Dell PowerEdge
- **Wireless:** PCI & PCMCIA Wireless Cards, Cisco Aironet, Linksys & Net Gear APs, Ubiquiti
- **POS:** NCR POS, POS Transmitters **Operating Systems**
- **Windows:** All Microsoft Windows Workstation and Server.
- **Mac:** MacOS 7-Latest, Mobile Devices
- **Linux:** Ubuntu 24, Kali

Network/Utilities

- **Wireless:** 802.11x, WEP, VPN, KVM
- **Tools:** NetStumbler, Boingo, AiropEEK, PF Sense 2.x, Spiceworks
- **Security/Protocols:** IPSec, VPN, DNS, TCP/IP, Encryption, OPSEC
- **Utilities:** WinZip 8.1, WinRAR, Firewall, Active Directory, Cellebrite

Software

- **Productivity:** MS Office (2010-2024), MS 365 Admin, MS Teams
- **Management:** MS SQL Server 2008, Proxmox, Hyper-V, Kaseya
- **Email:** MS Exchange 2010, Gmail, Roundcube

Programming

- HTML, CSS, PHP, MySQL, AJAX, Python

Medical Devices

- Alaris SE & Medley Infusion Pumps

Storage/Components

- **Hard Drives:** External, SCSI, SSD, EEM
- **RAM:** DDR3/4
- **Others:** Sound Cards, Graphics, ATX Cases, Motherboards

EXPERIENCE:

Technical Advisor, Vivaris Capital, (05/15-09/24)

- I advised the company's technical division.

Mobile Development Consultant, To The Stars Academy, (05/19-02/20)

- Writing app in flutter framework to be accessible iOS and android.
- Connecting API's from various weather and air traffic sources.

Senior IT Consultant, IFAN Financial, (03/15-03/17)

- Microsoft Support and Web Support for 3+ companies.
- Setup and maintenance of series of Ubuntu servers for banking partner's API Calls.
- Setup Pfsense network firewall and Fidelity phone system.
- Create and maintain custom websites in PHP, WordPress and Squarespace.
- Setup and maintain Android and IOS mobile app demos for sales departments.
- Lead the R&D implementations for future products.

Senior IT Consultant, WSA Distributing, Inc., (04/13-04/14)

- IT Support and Web Support for 5+ companies with over 100 end users.
- Perform maintenance on Dell Computers and Dell PowerEdge Servers.
- Create and maintain physical and virtual servers
- Create and Maintain Server Backups
- Manage Cisco wired and Ubiquiti wireless network performance
- Create and maintain websites using AspDotNetStoreFront for wireless customers using IIS, MSSQL, C#, CSS, JavaScript.
- Create Ubuntu Linux Servers for Magento PHP sites with ODBC connection to MSSQL Databases.
- Create and maintain company email spam filter with MS Exchange 2010 and Proxmox Email Gateway.
- Maintain PF Sense 2.x Firewall Rules, VPN and Site-to-Site VPN's.
- Maintain Microsoft Active Directory Users, Computers, Printers, DHCP Servers, DNS Servers.

Field Technician, F2Onsite/Dell Computer Corp., (01/10-03/13)

- Executes Dell desktop/portable/printer/tablet warranty service calls.
- Direct line into dell technical support for field requests and part ordering.
- Travel to customer homes/offices throughout Southern California.

IT Specialist, United States Geological Survey/Four Points, (09/10-02/11)

- Supported Dell Servers, Computers, Printers, Scanners, Blackberry, and iPhone for Research & Development.
- Executed day to day desktop support responsibilities.
- Travel to regional offices in Southern California.

Lead Field Technician, Insight Global, (01/10-07/10)

- CompuCom, Cap Gemini on-site technician in Burbank, CA office
- CompuCom, Supervalu Register and peripheral upgrade for stores in Southern California. • CompuCom, Chevron Oil Refinery, 1500+ Dell PC Refresh and desktop support.

Senior IT Consultant, Long Beach Technical (10/08-01/10)

- On-site and off-site technical support.
- Network setup, PC/Mac repairs, Virus removal, Remote Support.
- Supporting 5+ clients.

Lead Technical Consultant, Adecco Technical, (02/06-07/08)

- Insight, Nationwide US based bank conversions.
- Denso International, International GPS testing.
- Cardinal Health, Executed nationwide 180,000-unit FDA remediation.
- Time Warner Cable, Executed 1000+ PC refresh.
- Print, Inc., Executed 175+ Printer refresh.

Lead Technical Consultant, Computer Merchant, (01/99-02/06)

- HQ Data Solutions, Support for 25 users nationwide.
- Wachovia Securities, 200+ user lotus client migration.
- 7-11, Nationwide 5000+ POS refresh. • Hear Music/Starbucks, Installed tablet PC's.
- Culligan Water, Executed 50+ PC refresh.
- Merrill Lynch, Executed Cisco router refresh in over 50 offices.
- Starbucks Coffee, Wi-Fi installs in 100+ stores. • AXA Advisors, Executed nationwide 10,000 PC refresh. • Washington Mutual, Setup nationwide training classes.
- United States Postal Service, Executed 500+ PC refresh.
- Home Depot, Executed nationwide Network refresh.
- Hamilton Sundstrand, Executed 300+ PC refresh.
- 21st Century Insurance, Executed 500+ PC refresh.
- Payless Shoes, Executed nationwide 400+ POS refresh.

Lead Technical Consultant, Alternative Resource Corporation (02/98-01/99)

- Kmart, Executed nationwide 5000+ Server refresh.