

Ebricio Mondragon Jr.

IT SUPPORT SPECIALIST III | NETWORK ADMINISTRATOR II | HARDWARE AND SOFTWARE EXPERT

SUMMARY

My innate understanding of technology led me to fix my first computer as a teenager. After graduating with a technical diploma from Instituto Tecnológico in 2000, I built a foundation through freelance IT work, a part-time position at Office Depot, and continued education. For the past twenty years, I've served as a dedicated IT Specialist at El Aviso Magazine. In this role, I've been responsible for managing and maintaining the company's IT infrastructure, specializing in hardware integration and maximizing system uptime, all while consistently reducing response times and enhancing user support.

JOB EXPERIENCE

Oct. 2005 - Nov. 2024

Information Technology Specialist III and Network Administration II

El Aviso Magazine - 4850 Gage Ave. Bell CA. 90201

The responsibility to **manage and maintain the company's computer systems and infrastructure** is broad, encompassing everything from strategic planning to daily operational tasks. **Managing** involves anticipating future needs and planning for hardware and software deployments, continuously monitoring system performance and security, and optimizing operations for efficiency. This also includes the crucial tasks of troubleshooting issues as they arise, enforcing IT policies, budgeting for resources, and managing vendor relationships for various services and equipment. Meanwhile, **maintaining** these systems means ensuring their ongoing operational integrity and security through regular updates and patches, meticulous data backups and recovery plans, and routine hardware and software maintenance. This also extends to implementing and monitoring robust security measures like firewalls and antivirus software. The **company's computer systems** themselves span all digital computing devices, from centralized servers, employee workstations, laptops, and mobile devices, to printers and various software applications. The underlying **infrastructure** supports all these systems, encompassing the entire network (routers, switches, cabling), internet connectivity, physical data centers, cloud services, and the essential security systems and power/cooling solutions that keep everything running smoothly.

Aug. 2017 - Sep. 2021

(Part-Time)

Information Technology Specialist II and Network Specialist I

Hematology-Oncology Associates at Good Samaritan - 1245 Wilshire Blvd, Los Angeles, CA. 90017

In my previous role, I was the go-to person for all technical issues, efficiently **troubleshooting, maintaining, and optimizing** a wide range of problems reported by doctors, the manager, or the assistant manager via both handwritten requests and emails. I also **resourcefully** supported the EMR tech team when needed, a testament to my ability to independently learn complex systems like programming and Nortel phone configurations through self-study of online manuals. Beyond daily support, I acted as a **creator**, implementing NAS technology to not only back up critical computer files but also to digitize hundreds of pages of old patient records. This innovative approach significantly reduced physical storage needs, cut rental expenses, and dramatically improved the efficiency of accessing medical information. I was consistently **reliable**, providing seamless technical solutions and support whether in person, over the phone with clear step-by-step instructions, or through remote assistance.

Fed. 2014 - Jun. 2017

(Part-Time)

Computer Technician II and Network Technician I

Central Neighborhood Health Foundation - 2707 Centra Ave. Los Angeles, CA. 90011

As a dedicated **technician**, I was responsible for the comprehensive **troubleshooting, maintenance, and optimization** of diverse computer and network technologies, including servers, desktop computers, peripherals, network devices, cable management, and IP phone systems. My **trustworthiness** was evident in my ability to independently manage tasks outside of regular hours, including evenings and weekends, to ensure the timely completion of pending projects, conduct essential routine checkups, and facilitate critical EMR system updates in collaboration with the support team.

EDUCATION

Oct. 1998 – Jun. 2000

Instituto Tecnológico*(School Code: 1939501 – BPPVE)***2542 E. Florence Ave.****Huntington Park, CA. 90255****DIPLOMA - Computer Repair and Assembly Technician****Courses**

- Windows Server Setup, Configuration, Administration
- High-performance Hardware Installation and Configuration
- Software Installations and Setups
- OS Installation
- PC Repair Level I, II, III & IV
- PC Assembly I, II
- PC Setup and Configuration
- Network Topology Theory
- Network Hardware
- Network Setup and Configurations
- File and Printer Share
- Network Access and Security
- Critical Thinking and Theories
- Troubleshooting

SKILLS AND KNOWLEDGE

- Computer Hardware** - My capabilities include expert analysis and troubleshooting, available both on-location and remotely. I have a broad technical skillset covering hardware upgrades and repairs for an extensive array of equipment, including desktops, workstations, servers, laptops, Chromebooks, tablets, mobile devices, network-attached storage (NAS) devices, digital video recorders (DVRs), and peripherals. My specialized areas also include hardware configurations and setups, system board diagnostics, RAID array management, Raspberry Pi integration, screen replacements, and intricate soldering.
- Computer Software** - I possess extensive expertise in the installation, configuration, and uninstallation of applications, drivers, and patch files across diverse operating systems, including Microsoft Windows, macOS, ChromeOS, Android, iOS, CentOS, Debian, and Raspberry Pi OS. My capabilities extend to on-site and remote software analysis and troubleshooting, with proficiency in resolving issues related to disk partitioning, data recovery, cloning, antivirus, RAID, and CMOS.
- Microsoft Windows** - My capabilities span the full spectrum of Microsoft Windows operating systems, from legacy versions (95b) to the latest (Windows 11). I am adept at end-to-end system deployment, including initial installations on new drives and ensuring optimal hardware compatibility. My core proficiencies lie in system troubleshooting, proactive maintenance, and seamless updates/upgrades. Furthermore, I specialize in configuring critical system components such as boot systems, registries, network connections, domain integration, user security (accounts and credentials), firewalls, remote access solutions, and efficient drive mapping along with file and printer sharing.
- Windows Server** - My proficiency spans Windows Server operating systems from NT 4.0 to 2016, where I've effectively managed installations, updates, upgrades, and complex troubleshooting scenarios. A key area of my specialization is the design and configuration of Active Directory, encompassing user account management, credentialing, password policies, role assignments, group creation, domain integration, firewall rules, RAID configurations, and secure file and printer sharing.
- Apple** - Leveraging over 10 years of hands-on experience, I am adept at managing the full lifecycle of Mac computers, from daily operation and complex troubleshooting to system updates and performance upgrades. My technical skills include macOS installation and restoration, preventative maintenance, hardware component upgrades (memory, hard drives), and integrating Mac systems into diverse network environments, including Windows and Linux.
- Other Operating Systems** - I am adept at the installation, configuration, repair, and troubleshooting of a wide range of operating systems, including Linux, CentOS, Debian, Raspberry Pi OS, DOS, and MS-DOS. My experience also covers the deployment of VoIP systems such as FreePBX, Elastix, and TrixBox. Furthermore, I have implemented Omada network controller software to manage TP-Link smart devices, and utilized Raspberry Pi for various media applications.
- Networks** - My core competencies involve the design, implementation, and optimization of robust network systems. I am proficient in all stages of network setup, from physical layer tasks like installing and terminating Cat5e, Cat6, and coaxial cabling to the logical configuration of network devices, including routers, smart switches, PoE switches, access points, and print servers. My expertise also encompasses advanced network services such as VPNs, tunneling protocols, port forwarding, DNS, DHCP, various IP addressing schemes (static/manual), network controller integration, and comprehensive firewall management.

SOFTWARE EXPERTISE

- Operating Systems (*DOS, Windows Server, Windows, iOS, MacOS, Android, etc.*)
- Security Software (*Microsoft, Norton, McAfee, Avast, AVG, etc.*)
- Database
- Microsoft Office 365
- Google Workspace
- Cloud Storage and Share
- Accounting - *Installation*
- Business Meeting (*Meet, Teams, Zoom, Webex*)
- Business Messaging (*Slack, WhatsApp, etc.*)
- Ticketing (*Zoho, Zendesk, Jira*)
- Adobe Creative Cloud
- CorelDRAW Suite
- Developer IDE (*Visual Studio, Jupiter, etc.*)
- Web Design (*HTML, CSS, WordPress, etc.*)
- Programming (*Python, C++*)
- Remote Software (*Windows, TeamViewer, Any Desk, Google, etc.*)

LANGUAGES

English – Fluent

Spanish - Fluent