

Carlos V. Acevedo

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RELATED PROFESSIONAL EXPERIENCE

WorldStrides - Charlottesville VA. - June 2016 - Present

Deskside Support Analyst – Level 2

- Delivering Level 2 support to both on-site and remote clients
- Troubleshooting and fixing basic network issues from desktop to LAN closet
- Set up, installing, maintaining, and upgrading client's systems using both SCCM and MDT
- Daily use of a ticketing system for all deskside support calls
- Update and maintain address books in all MFP printers
- Migrating network printers from multiple VLAN's to a single VLAN
- Formulate setup and operational instructions for new Polycom RealPresence 8800 & Visual+
- Created a cross reference spreadsheet with switch port and wall jack to desktop for troubleshooting
- Created Visio floorplans with updated network jack numbers and locations
- Working with Network Architect to advance my network knowledge
- Created workflow documents to coordinate and schedule both preventative and corrective maintenance

IGT - Richmond VA. - October 2015 – June 2016

Field Service Technician II

- Installed, repair and preventative maintenance of VA Lottery terminals, vending systems and peripherals
- Installing and troubleshooting Virginia Lottery satellite communication equipment.
- Training clients on the use of hardware and software.
- Daily use of a ticketing system for all deskside calls.

Albemarle Charlottesville Regional Jail - Charlottesville, VA. - June 2002 - July 2015

Systems Analyst (Part time)

- Installed, maintained, and troubleshot network infrastructure
- Created Forms and instructions
- Set up, configuring, and maintaining AD, DHCP, Antivirus, Application and Print servers
- Configured new users on email and Windows 2008 Active Directory server
- Configured and deployed Trend Micro Office Scan workstation and server antivirus software
- Created and updated Visio network drawings, logical, physical & connectivity (copper & fiber)
- TimeTraks (time card system) add/remove employees, weekly updating and closing time periods
- Designed Volunteer database (Access) and Intranet website (HTML, CSS and FrontPage)
- Designed Employee, Volunteer and Concealed Weapon ID's
- Took photos, printed ID's, added data to database and intranet
- Daily use of a ticketing system Track-It for all Help Desk calls and Asset Inventory
- Trained end-users in the use of hardware and software

Video Gaming Technology - Ruckersville, VA. - January 2011 - December 2012 (company relocated to TN)

Support Systems Administrator II

- Provided oversight and assistance in the monitoring and maintenance of over 160 circuits, with over 20,000 essential casino systems
- Used ticketing system, Active Directory, WhatsUp Gold, and many other tools to support users, servers, and workstations located throughout the nation and Mexico
- Created a workflow document to coordinate and schedule both preventative and corrective maintenance, with same-day acceptance and adoption. Immediate benefits were derived, and critical errors avoided
- Led multiple department efforts during upgrades, replacements, and other maintenance-related tasks.
- Leveraged SharePoint 2010 to improve intra-department communication and process improvement
- Prepared system reports and metrics, tracked issues and trends, and monitored equipment status

Ace Computer Enhancements - Charlottesville, VA. - June 1992 - January 2011

Owner & Operations Manager

- Delivered all levels of support, troubleshot and fixed issues from desktop to LAN closet
- Set up, installed, maintained and upgraded all clients systems and network infrastructure
- Configured and maintained 2003 Servers, set up users on email and Windows 2003 AD server
- Trained Clients on the use of hardware and software

EDUCATION

- **Piedmont Community College** – Charlottesville, VA. - 2013 - Present
120 Credits 3.87 GPA –
 - Networking Essentials
 - Web Design CSS
 - Microcomputer Operating Systems (A+ prep)
 - Intro to Network Concepts (Network+ prep)
 - Network Security Basics (Security+ prep)
 - Network Attacks, Computer Crime and Hacking (Certified Ethical Hacker prep)
 - Protocols and Communications TCP/IP (IPv6) - Hurricane Electric IPv6 Certification - "Sage" (Top Level)
 - Linux System Administration
 - Windows Server Administration 2012 R2
- **Nortel Networks**
 - IPT InterPacket WAN and Sonet Optera Metro 3000 Series Multi-Service Platform OAM&P
- **RRTC Technology Training Institute**
 - Microsoft Windows NT 4.0 Core Technologies.
- **Framatone Technologies, Inc.**
 - Microsoft Windows NT 4.0 Workstation Configuration & Novell Administration.
- **Suburban Technical School**
 - Digital Computer Technology - Graduated First in Class.
- **Board of Cooperative Education**
 - Technical Electronics I & II - Received Outstanding Student Award in Industrial Electronics.

TECHNICAL SUMMARY

Operating Systems / Software Applications / Hardware

- Windows 2000, NT 4.0, 2000 Pro, Vista, 7, 8, 10, Server 2000, 2003, 2008, 2012 R2
- Linux
- Microsoft Office 2000, 2003, 2007, 2010, 2013, 2016
- Trend Micro Enterprise Antivirus
- FrontPage 2013, 2016
- Visio 2010, 2016
- Nortel Networks Helmsman, NetID
- Basic knowledge of ARCserve 2000
- Laptops, Desktops, Servers
- Nortel Networks Switches
- Basic Knowledge of Cisco Routers and Switches
- Audio Video equipment (Projectors, Polycom Conference phones, TV's etc.)
- Positron, Atmosphere, Nortel Networks Optera 3000, ATM & IPT (Knowledge of SONET)

Skills / Community Service

Languages: English / Spanish fluency
Volunteer Firefighter (20+ years retired)
Jaycees Charlottesville Chapter: former Individual Development Vice President (IDVP)

References

Will be furnished upon request.