

Carlos V. Acevedo

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RELATED PROFESSIONAL EXPERIENCE

WorldStrides - Charlottesville VA. - June 2016 – March 2021

Service Desk Support Analyst III / Telephony Coordinator

- Delivered Level 3 support to both onsite and remote clients
- Imaging, maintaining, patching and upgrading client's systems using both SCCM and MDT
- Managed users, groups, permissions, GPO and user security groups in Microsoft AD
- Network support On/Off site network hardware upgrade, installs, wire management, documentation and troubleshooting
- Administration of Enterprise Telephony systems and Video Teleconferencing systems
- Freshservice - Daily use of a ticketing system for all support calls

Projects (detail available upon request)

- Network Printer VLAN migration (multiple VLAN's to a single VLAN)
- Canon MFP Printer Replacement Project (phases 1, 2)
- Video Teleconferencing Systems Install Project (phases 1, 2, 3, 4)
- WAP upgrade Install Project

IGT - Richmond VA. - October 2015 – June 2016

Field Service Technician II

- Installed, repaired and provided preventative maintenance of VA Lottery terminals, vending systems and peripherals
- Installed and troubleshooted Virginia Lottery satellite communication equipment
- Trained clients on the use of hardware and software
- Created workflow documents to coordinate and schedule both preventative and corrective maintenance

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

Systems Analyst (Part time)

- Installed, maintained, and troubleshooted network infrastructure
- Created Forms and instructions
- Set up, configured, and maintained AD, DHCP, Antivirus, Application and Print servers
- Configured and deployed Trend Micro Office Scan workstation and server antivirus software
- Created and updated Visio network drawings, logical, physical & connectivity (copper & fiber)
- Designed Volunteer database (Access) and Intranet website (HTML and CSS)
- Designed Employee, Volunteer and Concealed Weapon ID's

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, troubleshoot and fixed issues from desktop to LAN closet
- Set up, installed, maintained and upgraded all client's 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
Completed total 31 credits with a 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
- **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 7, 10, Server 2012 R2, 2016
- Microsoft Office 2010, 2013, 2016, O365
- Visio 2016
- Basic Management of Cisco Routers and Switches
- Audio Video equipment (Projectors, Polycom Conference phones, TV's etc.)
- SCCM - Set up SCCM server, imaging, maintaining, patching and upgrading client's systems
- MDT - Imaging systems
- Microsoft Active Directory - Managed Users, groups, permissions, GPO and user security groups
- Teams - Managed user numbers, call queues, resource accounts, and maintained E911 info
- Exchange - Managed users, shared users, distribution groups and permissions
- Print Server - Managed printer names, drivers, print queues and security groups
- Freshservice - Daily use of a ticketing system for all support calls
- Avaya Aura System Manager - Managed phone extension assignments, rights and troubleshooting
- Avaya Aura Messaging - Managed user voicemail settings, assignments, rights and troubleshooting
- Avaya Contact Recorder - Managed user call recording, access rights and troubleshooting
- Microtel Microcall - Managed extension collection rights, reports and troubleshooting
- Poly RealPresence Resource Manager – Managed configurations of all Polycom phones and VTC's
- Zoom Administrator - managed all user accounts, add, remove and all settings
- Daily use of a ticketing system Track-It for all Help Desk calls and Asset Inventory
- Trend Micro Enterprise Antivirus
- Linux

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.