Kirk Barnes

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Summary of Qualifications

A+, Network+ certified information technology Senior Manager support expert: enterprise LAN, WAN, broadband and cellular connectivity. Computer hardware and software: troubleshooting, fixing, evaluation testing, hardware imaging, support documentation, managing employees.

Experience

Senior IT Support Manager
Ambiance iQ LLC Camarillo, CA 2015–Present

- Field and local support music players, laptops, cell phones, applications, servers, TCP, DNS.
- Administer Exchange 365 enterprise email, calendar, contacts synchronization, data backup.
- Remote access using team viewer and Linux SSH, create batch files and Powershell scripts.

IT Support Analyst
SMCI Consultant at Amgen Inc. Thousand Oaks, CA 2005–2013

- Timely field support Laptops, Cell phones, Enterprise applications on VPN.
- Administer Active Directory and Exchange Active Sync accounts on enterprise servers.
- Expedite executive support Email, Calendar, Contact synchronization, data backup.
- Image, configure new hire laptops, add to domain, run enterprise backup.

DSL Support Analyst
Top Echelon Contractor at Verizon Westlake Village, CA 2003–2005

- Successful configuration, and troubleshooting DSL modems, routers.
- Provisioned phone network, resolved TCP/IP conflicts, performed DNS routing diagnostics.

Computer Repair Tech / Owner
Barnes Computer Specialist Camarillo, CA 2002–Present

- PC, Mac Hardware repair and replacement including power supplies, motherboards.
- Software, and Network troubleshooting, installation, support including Cisco routers.

Associate Test Engineer
Xircom an Intel Company Thousand Oaks, CA 1996–2002

- Represented Field Engineers by conducting Hardware Quality Lab tests on site.
- Successful test project lead for modem, WIFI, LAN card products from Alpha to FCS.
- Resolved modem, WIFI, LAN customer support issues all Operating Systems.

Education

Associate of Applied Science in Electronics
DeVry Institute of Technology City of Industry, California

- Hands-on Lab experience: Microprocessors, Analyzers, PCB.
- Honor graduate with 3.9 GPA, Deans List 2 semesters.

Associate of Arts Television Production
Pasadena City College Pasadena, California

- Studio Production; Video, Audio mixers, Broadcast Cameras, lighting systems.
- Honor graduate, Deans List 4 semesters