

Frank Caballero

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PROFESSIONAL SUMMARY

Seasoned IT professional with over 20 years of experience in Information Technology, where I have utilized my proven systems, technical, and leadership skills to increase end-user uptime and productivity. My passion for IT drives me to continuously improve and innovate. I possess the knowledge, tools, and skill set to ensure a positive IT experience. Currently, I am seeking an opportunity with an organization that can benefit from my expertise while offering challenges and continued professional growth.

- Comfortably provide support and customer service at the executive level.
- Self-motivated, a fast learner, adaptable to many environments, committed to excellence, possess a friendly and positive attitude.
- Proficient with Microsoft Windows OS and MacOS platforms. Linux: Ubuntu, Fedora, Debian, Raspberry Pi OS distributions. Comfortable with Command Line Interface.
- Administration of Microsoft Admin Center Suite: Entra ID (Active Directory), Azure, Security, Compliance, Endpoint Management, Identity, Exchange, SharePoint, Teams
- Administration of Google Workspace and Google Cloud Platform
- Manage Single Sign On, Okta, OTP and MFA
- MDM via JAMF, Apple Business Manager, Intune, Kandji, AirWatch, Rippling, MobileIron, MaaS360, Active Sync
- Mobile device support for Android OS, iOS
- Microsoft Office Support on both Windows and MacOS. Various Email client support.
- Implementations of Projects, Programs and Services.
- IT Special Projects and Engagements support during Mergers and Acquisitions.
- Vendor management and relations.
- Work towards Sustainability, Security and Compliance.
- Created SOP's for internal department use, documentation and "how to" content for in-house knowledge base for end user reference.
- Support for various industries.
- Configuration and troubleshooting for workstation/server hardware, software, wired and wireless networks.
- Perform data collections and restorations, network data storage and disaster recovery and forensic/legal hold.
- Presentation, collaboration and meeting space Audio/Visual planning, implementation and support for Zoom, MS Teams, WebEx etc.
- Familiar with in house Audio/Video hardware Crestron, HP Poly, Neat, Logitech, etc. device support.
- Experienced system-operations handling and training.
- Familiar with SOX Compliance, Data Security and ITIL.
- Procure and track of company IT related assets.

RELEVANT EXPERIENCE

Senior Desktop Support Specialist

Oct 2022 – Present

Electric Hydrogen, San Carlos/ San Jose, CA

- Collaboration spaces design and implementation.
- Lead San Carlos site expansion of 1MW R&D office and new office setup and infrastructure configuration in San Jose 10MW Electrolyzer Plant
- All Hands setup and meeting support
- Provide reporting on project status throughout its life cycle including teams, stakeholders, vendors and sponsors encompassing budget estimation, scheduling and resource planning as part of the IT department.
- Create SOPs for teams to follow.
- Provide Tier 1-3 support for a mixed environment 85% Windows / 15% MacOS for approximately 400 global users at all business levels.
- Installed and maintained network devices: routers, switches, WiFi access points.
- Server support for Windows, VM and SCADA Systems.
- Onboarding: Creating user via Active Directory tools, configure assigned laptop, assigned necessary SaaS apps, deliver to user, convey passwords securely, ensure smooth initial start.

Project/Program Manager, Global IT Logistics

Feb 2022 – Oct 2022

Afterpay/ Block, San Francisco/ Oakland, CA

- Devise program goals and continually assess and align those goals to complete successful program events and objectives.
- Provide reporting on project status throughout its life cycle including teams, stakeholders, vendors and sponsors encompassing budget estimation, scheduling and resource planning as part of the Global IT Logistics department
- Create SOPs for teams to follow.
- Global mass scale equipment retrievals, distribution, donation and IT Asset Disposition vendor management.
- M&A related Projects

Sr. Technical Support Engineer, Helpdesk Supervisor

Mar 2020 – Feb 2022

Afterpay, San Francisco, CA

- Provide Tier 1-3 support for a mixed environment 90% Mac OSX / 10% Windows 10 for approximately 2000 global users at all business levels.
- Onboarding: Creating user via Active Directory tools, configure assigned laptop, assigned necessary SaaS apps, deliver to user, convey passwords securely, ensure smooth initial start.
- Offboarding: Disabling access, retrieval of laptop, forensic backup.
- Equipment procurement and asset management/ tracking.
- Building relationships with vendors.
- Contribute to projects, mass deployments and implementations
- Onsite A/V Collaboration support for small to large events (All Hands).
- Signage Display setup.
- Arranged office move, worked with various vendors to ensure move to new office was successful on day one.

Sr. Desktop Support Technician

Aug 2016 – Feb 2020

HortonWorks/ Cloudera, Santa Clara, CA

- Provide Tier 1-3 support for a mixed environment 90% Mac OSX / 10% Windows 10 for approximately 1500 global users at all business levels.
- Onboarding: Creating user via Active Directory tools, configure assigned laptop, assigned necessary SaaS apps, deliver to user, convey passwords securely, ensure smooth initial start.
- Offboarding: Disabling access, retrieval of laptop, forensic backup.
- Equipment procurement and asset management/ tracking.
- Building relationships with vendors.
- Contribute to projects, mass deployments and implementations
- Onsite A/V Collaboration support

Sr. Help Desk Specialist, IT Client Services Lead

Sep 2014 – Aug 2016

Rambus Inc., Sunnyvale, CA

- Provide Tier 1-3 Windows 7/10 support for internal and remote users at all business levels.
- Mac OSX support. MS Office 2011 for Mac support.
- Mobile device support for BYOD and company owned iOS and Android devices.
- Manage new hire on-boarding process and IT orientation.
- Troubleshoot, configure and deploy laptops and specialty workstations.
- Work with purchasing team and outside vendors for equipment acquisition and best methods of deployment.
- Worked closely in the JAMF implementation. Took the lead in environment configurations.
- Corporate laptop refresh project.
- Onsite A/V Collaboration support
- Supervise helpdesk staff
- Service-Now Ticketing system

IT Client Services Lead; Design Engineer

Nov 2012 – Sep 2014

Modis – Rambus Inc., Sunnyvale, CA

- Joined at a critical time, I self-taught the environment, daily operations and problem resolution within SLA.
- Provide Tier 1-3 Windows 7 support for internal and remote users at all business levels.
- Mac OSX support. MS Office 2011 for Mac support.
- Mobile device support for iOS, Android, Blackberry OS
- Manage new hire on-boarding process and IT orientation.
- Migrated corporate BlackBerry users to Bring Your Own Device iOS and Android platforms.
- Troubleshoot, configure and deploy laptops and specialty workstations.
- Work with purchasing team and outside vendors for equipment acquisition and best methods of deployment.
- Onsite A/V Collaboration support

Sr. IT Analyst

2011

West Valley Staffing Group – Gazillion Entertainment Inc., Santa Mateo, CA

- Solely responsible for supporting 150+ internal and remote users via ticketing, walk ups and pull-to-the-side. As well as new hire configurations and deployments of AD accounts, workstations, and phones.
- Document and track all support requests via TestTrack ticketing software.
- Manage new hire on-boarding process.
- Provide support for C-Level staff.
- Audio and Visual preparations for meetings and presentations.
- Troubleshoot, configure and deploy desktops, laptops and specialty workstations within customer set SLA time frame.

Sr. Desktop Support Level 2

2010-2011

West Valley Staffing Group – Nvidia, Santa Clara, CA

- Responsible for supporting 4000+ internal and remote users including execs in fast passed environment.
- Document and track all support requests via proprietary ticketing/tracking software.
- Troubleshoot, configure and deploy desktops, laptops and specialty workstations within customer set SLA time frame.

Field Operations Administrator

2006-2009

Expedia Inc. – The Hotwire Group, San Francisco, CA

- Responsible for supporting 230+ internal and remote users as well as executive staff.
- Supported in-house proprietary software.
- Documented and tracked all support requests via proprietary ticketing/tracking software.
- Hired, trained and supervised Field Technicians.
- Deployed, procured and configured Windows based workstations and laptops. Apple Mac Book Air/Pro support.
- Mobile device support; Blackberry, iPhone, Windows Mobile, Palm PDAs.
- Played a key role in company office relocation planning and executing.
- Responsible for network closets equipped with Cisco switches.
- Entrusted with Corporate Credit card for emergency procurements and traveling expenses.
- Created and managed user accounts, email accounts, distribution lists, permission groups and Access Control Lists. Gaining knowledge and experience in system operations and integrations.
- Performed data back-ups using DataDomain digital storage servers and Iron Mountain Connected for laptop users.
- Effectively lead the implementation of Expedia policies and procedures.
- Procured, tracked and inventoried software licenses for non-MS products, workstations, laptops and mobile phones/PDAs for both in-house and remote users.
- Provided weekly progress reports to off-site manager.

PC/LAN Technician

2000-2006

Expedia Inc. - Classic Vacations, San Jose, CA

- Responsible for supporting 250+ internal and remote users, including executive staff.
- Heavily engaged in company standardization and migration after being acquired by Expedia.
- Played key role in company relocation including the CDC (server room).
- Supported an extensive list of proprietary in-house software developed on-site.
- Single-handedly deployed 200 workstations for in-house users upgrading from Windows NT and 2000 Pro to Windows XP Pro in a month and a half, two weeks before deadline.
- Performed digital tape back-ups via ADIC Scalar for server storage before upgrading to DataDomain platform. Iron Mountain Connected for laptop users.
- Received Expedia STAR Performer acknowledgement award for excellent service.

Help Desk Coordinator

2001

Electrogas Inc., San Jose, CA

- First point of contact support for about 200 internal users and 7 remote offices.
- Procured, configured and deployed workstations and desk phones, and wireless devices i.e. cell phones, PDAs, 2-way text communicators.

Technical Support Desk Technician

2000

eFax.com, Menlo Park, CA

- Remote customer service and support via telephone and email in troubleshooting and installing proprietary software and tools for providing software as a service.

Assistant Store Manager

1999-2000

Pepboys, San Jose, CA

- Oversaw day to day store operations
- Customer Service
- Supervised 40+ employees
- Resolve both customer and internal disputes.
- Employee training

EDUCATION

V2 Consulting, Santa Clara, CA

2015

OS X Support Essentials

Global Knowledge, Santa Clara, CA

2005

Certificate, Configuring Active Directory Services.

Global Knowledge, Santa Clara, CA

2003

Certificate, Windows 2000 Server

Computer Training Academy, San Jose, CA

2000

Diploma, Computer and Network Specialist

REFERENCES AVAILABLE UPON REQUEST