

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 to all users, including at the executive level. Whether it's via email, walk up, direct message or ITSM Tools (Jira, Service Now or others).
- Self-motivated, a fast learner, adaptable to many environments, committed to excellence, possess a friendly and positive attitude.
- Adapt technology to business needs.
- 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
- VPN / Remote Access and support
- Managed Hypervisor: Proxmox Virtual Environment, VMWare VSphere, Workstation Pro, and Fusion
- Implementations of Projects, Programs and Services.
- IT Special Projects and Engagements support during Mergers and Acquisitions.
- Vendor management and relations
- Project managed office expansions and relocations.
- 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.
- Managed in house Audio/Video hardware Crestron, HP Poly, Neat, Logitech, Apple, iPad, N100 NUC devices, etc.
- Experienced system-operations handling and training
- Work towards Sustainability, SOX Compliance, Data Security and ITIL
- Procure and track of company IT related assets

RELEVANT EXPERIENCE

Cloud Engineer

Home Lab, Home

Ongoing

- Installed and maintained network devices: routers, switches, WiFi access points.
- Server support for bare metal and hypervisor systems running Windows Server or Linux variants.
- Configure and maintain local VPN, NAS, DNS sinkhole,
- Configure and maintain SBC Docker/Kubernetes Cluster
- Selfhosting of NextCloud Hub server and services in place of Google Cloud services.

Senior Desktop Support Specialist

Electric Hydrogen, San Carlos/ San Jose, CA

Oct 2022 – Jun 2024

- Lead San Carlos site expansion of 1MW R&D office and new office setup and infrastructure configuration in San Jose 10MW Electrolyzer Plant
- 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 full site 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.
- Collaboration spaces design and implementation. All Hands setup and meeting support
- 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

- Developed 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 (FTE)

Sep 2014 – Aug 2016

IT Client Services Lead; Design Engineer (contract)

Nov 2012 – Sep 2014

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