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 various IT 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.
- Managed in house Audio/Video hardware Crestron, HP Poly, Neat, Logitech, Apple, iPad, N100 NUC devices, etc.
- Experienced system-operations handling and training
- Familiar with SOX Compliance, Data Security and ITIL
- Procure and track of company IT related assets

RELEVANT EXPERIENCE

Cloud Engineer/ Site Reliability Manager
Home Lab, Home

Ongoing at home

- Installed and maintained network devices, including routers, switches, and WiFi access points, boosting network reliability.
- Server support for bare metal and hypervisor systems running Windows Server or Linux variants.
- Configured and maintained local VPN, NAS, and DNS sinkhole, enhancing security and access control efficiency.
- Managed SBC Docker and Kubernetes Cluster, and Proxmox VE server and VM environment, reducing system downtime.
- Self-hosting of NextCloud Hub server and services in place of Google Cloud services.
- Test open-source technologies and services
- Mixed OS environment: MacOS, Windows, Linux variants.

Senior Desktop Support Specialist

Oct 2022 – Jun 2024

Electric Hydrogen, San Carlos/ San Jose, CA

- Led 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.
- Hired, trained, supervised and coached IT Technicians.
- Provide Tier 1-3 support for a mixed environment 85% Windows / 15% MacOS for approximately 400 global users at all business levels, reducing system downtime.
- Installed and maintained network devices: routers, switches, WiFi access points.
- Server support for Windows, VM and SCADA Systems.
- Collaboration spaces design, implementation and on-going support. 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.
- Offboarding: Deactivating user accounts and Saas apps, collect company assets.

Project/Program Manager, Global IT Logistics

Feb 2022 – Oct 2022

Block Inc. (Afterpay acquisition), San Francisco/ Oakland, CA

- Developed program goals and aligned them to achieve successful program events, enhancing project outcomes.
- Provided comprehensive project status reporting, including budget estimation, scheduling, and resource planning, ensuring timely project completion and stakeholder satisfaction.
- Create SOPs for teams to follow.
- Managed global equipment retrievals, distribution, and IT Asset Disposition, improving asset management efficiency.
- 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.
- Hired, trained, and supervised IT Technicians, improving team productivity through effective coaching and development.
- 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 (merger), Santa Clara, CA

- Provided Tier 1-3 support for a mixed environment (90% Mac OSX / 10% Windows 10) for approximately 1500 global users at all business levels, enhancing user productivity.
- Led onboarding and offboarding processes using Active Directory tools, ensuring smooth transitions and secure access management, retrieval of laptop, forensic backups.
- Managed equipment procurement and asset tracking, building strong vendor relationships, and contributing to 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.
- Led the implementation of JAMF, improving environment configurations and reducing setup time.
- Corporate laptop refresh project.
- Onsite A/V Collaboration support
- Trained, supervised and coached IT interns and helpdesk staff. Assisted in transitioning from interns to FTE or contact workers.
- Service-Now Ticketing system implementation.

IT Client Services Lead; Design Engineer   Nov 2012 – Sep 2014
Modis – Rambus Inc., Sunnyvale, CA

- Self-taught the environment and resolved daily operations issues within SLA, providing Tier 1-3 Windows 7 support for internal and remote users at all business levels.
- Mac OSX support. MS Office 2011 for Mac support.
- Managed new hire onboarding process and IT orientation, ensuring smooth transitions and efficient access control.
- Migrated corporate BlackBerry users to BYOD iOS and Android platforms, enhancing mobile device support and security.
- 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   Nov 2011 – Oct 2012
West Valley Staffing Group – Gazillion Entertainment Inc., Santa Mateo, CA

- Solely supported 150+ internal and remote users, enhancing user productivity by efficiently managing new hire configurations and deployments of AD accounts, workstations, and phones.
- Managed the new hire onboarding process, providing seamless integration and support for C-Level staff, and ensuring smooth audio and visual preparations for meetings and presentations.
- Streamlined support request documentation and tracking via TestTrack ticketing software, ensuring timely resolution and improved user satisfaction.

Sr. Desktop Support Level 2   Jan 2010 – Nov 2011
West Valley Staffing Group – Nvidia, Santa Clara, CA

- Supported 4000+ internal and remote users, including executives, in a fast-paced environment, improving user satisfaction.
- Documented and tracked all support requests via proprietary ticketing/tracking software, enhancing issue resolution efficiency.
- Troubleshot, configured, and deployed desktops, laptops, and specialty workstations within customer-set SLA time frames, reducing system downtime.

Field Operations Administrator   Apr 2006 – Dec 2009
Expedia Inc. – The Hotwire Group, San Francisco, CA

- Supported 230+ internal and remote users, including executive staff, by deploying and configuring Windows-based workstations alongside Windows and MacOS laptops, enhancing productivity and system reliability.
- Supported in-house proprietary software.
- Documented and tracked all support requests via proprietary ticketing/tracking software.
- Hired, trained, and supervised Field Technicians, leading to improved team performance and service delivery.

- 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, and distribution lists using Active Directory tools, ensuring secure and efficient access control.
- 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
Nov 2000 – Apr 2006

Expedia Inc. - Classic Vacations, San Jose, CA
- Managed support for 250+ internal and remote users, including executive staff, ensuring seamless operations and user satisfaction.
- 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.
- Led the deployment of 200 workstations, upgrading from Windows NT/2000 Pro to Windows XP Pro within 1.5 months, two weeks ahead of schedule.
- 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 award for exceptional service, demonstrating commitment to excellence and user support.

Help Desk Coordinator
Nov 2001 – May 2001

Electroglas Inc., San Jose, CA
- Provided first point of contact support for approximately 200 internal users and 7 remote offices, ensuring efficient issue resolution.
- Procured, configured, and deployed workstations, desk phones, and wireless devices, enhancing operational efficiency and user productivity.
- Managed ticketing system triage, streamlining support processes and improving response times.

Technical Support Desk Technician
Aug 2000 – Nov 2000

eFax.com, Menlo Park, CA
- Provided remote technical customer service and support via telephone and email, achieving a high customer satisfaction rate by promptly addressing and resolving issues.
- Troubleshot and installed proprietary software and tools for providing software as a service, reducing system downtime, through efficient problem-solving.

Assistant Store Manager
May 1999 – Aug 2000

Pepboys, San Jose, CA
- Oversaw day-to-day store operations, ensuring smooth and efficient workflows and providing customer service.
- Supervised 40+ employees both on sales floor and service technicians in the service bays, enhancing productivity and operational efficiency.
- Resolved customer and internal disputes, improving customer satisfaction rate.

EDUCATION

V2 Consulting, Santa Clara, CA — 2015
Certificate, 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