

HANNAH BAI

Personal Data Removed

WORK EXPERIENCE

County of Los Angeles

December 2011 to Present

Office of Assessor

Kenneth Hahn Hall of Administration

500 West Temple Street, Room 293

Los Angeles, CA 90012-2770

Network Systems Administrator II

Performs network and server administration functions, including installing, configuring, repairing, maintaining, and upgrading hardware and operating systems. Gathers and analyzes requirements to assist in the design of the security implementation, including the design of roles and groups. Creates and manages user accounts, roles, and groups; assigns privileges, and administers the network security system. Troubleshoots, researches, diagnoses and resolves hardware, software and network systems problems; makes adjustments, installs patches and performs tuning; escalates network problems as necessary. Monitors network performance; provides on-site support, and reports problems according to established procedures. Performs network backup and restores operations following established procedures. Provides input to the design and implementation of network configurations to ensure infrastructure compatibility, optimal utilization and adherence to established information security procedures. Participates in the VLAN configuration process to support the installation and maintenance of services over Internet Protocol (IP), such as audio, video and data.

County of Los Angeles

May 2011 to December 2011

Office of Assessor

Kenneth Hahn Hall of Administration

500 West Temple Street, Room 293

Los Angeles, CA 90012-2770

Senior Information Technology Technical Support Analyst

Lead other IT support staff in providing comprehensive/complex technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications. Identify and resolve highly complex problems related to hardware and software, evaluate new information technologies, prepare technical documentation, and maintain an up-to-date knowledge of technology trends. Lead other IT support staff in installing, servicing and moving computers, printers, servers, networking devices, storage devices and related equipment. Troubleshoot, diagnose, resolve and document hardware, software and network connectivity problems, referring only the most complex problems to the vendors for resolution. Install, configure and maintain specialized business, engineering and operations support software to meet Assessor's staff needs and computing requirements. Analyze and optimize hardware and software performance through adjustments and upgrades as required. Analyze trends in reported problem calls and implements improvements. Develop installation and operational procedures and quality assurance standards. Develop and conduct formal and informal end user technical orientation and training involving new hardware capabilities, and provide technical training to other IT support staff. Define and recommend appropriate hardware and software configurations

and standards to meet Assessor staff needs, and prepare specifications for purchase of software and other peripheral devices. Coordinate large PC installation projects, equipment delivery, software licensing compliance and inventory/asset control.

Coastline Community College
12901 Euclid St.
Garden Grove, CA 92840

January 2008 to Present

Computer Technology Services Instructor

Assigned as a Computer Technology Services Instructor, for the following networking courses including Network Monitoring Services, Windows XP Professional, Windows Vista, Microsoft Windows 2003/Windows 2008 Server AD Infrastructure, and HTML. These courses teach the students to plan, install, configure, and support a Windows XP Professional computer in a standalone or network environment. It also teaches them to plan, implement, and maintain a Microsoft Windows Server 2003 Active Directory Infrastructure, through forest and domain structure and site replication, creating and managing OU structure and user and group accounts.

Maric College (Kaplan Higher Education)
20700 S. Avalon Blvd., Suite 210
Carson, CA 90746

September 2003 to June 2008

Network Systems Administrator

Promoted as a Network Systems Administrator/Computer Networking Instructor, supervising 4 technicians and instructors. Setup classroom computers for professional instruction and real world situations from an approved instruction guideline for more than 400 users. Perform network and server administration functions, including installing, configuring, repairing, maintaining and upgrading hardware and operating systems. Gather and analyze requirements to assist in the design of security implementation. Manage user accounts and groups and provide user privileges, in addition administer network security. Install, configure and maintain computer hardware, software, operating systems, switches, peripheral devices, classroom computers, as well as administrative staffs' computers. Analyze and troubleshoot end user issues that are related to desktop, network, software, and hardware. Assist in configuring email servers, file and print servers, switches and proxy server for internet services. Analyze requirements for design of security implementations and administer network security systems. Configure network security ranging from infrastructure configuration, antivirus, software and firewalls, NTFS and share level permission keeping network and data integrity intact. Manage the configuration and security of a domain by using Group Policies of Active Directory in Windows 2000/2003 domain environments. Configure and distribute software to client computers using Active Directory in Microsoft Windows domain. Perform tuning, troubleshoot, research and resolve hardware, software and network system problems and install updates/patches. Perform network back-up based on established guidelines. Provide input on design and implementation of network configurations, monitor network and system performance and maintain network architecture to ensure infrastructure compatibility as well as maintain network documentation. Create desktop images of Windows XP by using Symantec Ghost and deploy the XP images to more than 400 Windows Professional PCs. Troubleshoot, diagnose, resolve and document hardware, software and network connectivity problems in 4 different site locations. Assist in installing, configuring, and maintaining domain

controllers, centralized print servers, application servers, TCP/IP, DNS server, and DHCP server in Windows NT 4.0/2000/2003 domain environments.

Computer Education Institute
20700 S. Avalon Blvd., Suite 210
Carson, CA 90746

January 2000 – August 2003

Network Technician/Senior Networking Instructor

Install, configure and maintain computer hardware, software, switches, peripheral devices, classroom computers as well as administrative staffs' computers for 400 users. Analyze and troubleshoot end user issues that are related to desktop, network, software, and hardware. Assist in installing, configuring and maintaining print servers, domain controllers, and application servers. Setup the classroom for professional instruction and real world situations from an approved instruction guideline. Employ dynamic, interpersonal and motivational skills to interact with the students and fellow instructors enabling me to provide effective instructional guidelines. The school was sold to Kaplan Higher Education (Maric College).

Naval Air Reserve Point Mugu
355 NAR Road
Point Mugu, CA 93042
USA

November 1998 to May 1999

'RSTAR' Specialist

Maintained a UNIX database called 'RSTAR', which schedules all the reserve personnel in the unit to training, schools and medical updates.

United States Navy
VFA-125 210 Reeves Blvd
NAS Lemoore, CA 93245
USA

November 1995 to November 1998

Aviation Mechanic (Airframes Technician)

Perform scheduled/unscheduled maintenance on hydraulics, structures, landing gear, and flight control systems on 47 F/A-18 aircrafts. Also perform daily/turnaround inspections, engine oil/hydraulic servicing, corrosion control, launch and recovery on F/A-18 aircraft.

EDUCATION

California State University, Fullerton

800 N. State College Blvd
Fullerton, CA 92834

B.A. in Business Administration with a concentration in Information Systems