Kyle Adam Lerner
20951 Burton St.
Canoga Park, CA 91304
(818) 602-2662 :: kyle@kylelerner.com

OBJECTIVE To excel and exceed expectation in any areas possible, and to keep a positive and enthusiastic work environment for my team and myself.

WORK EXPERIENCE

Informa Business Intelligence July, 2008 – Present
Network Analyst II Calabasas, CA

- Monitor and maintain a data center including 50+ servers
- Manage physical and virtual machines and assets
- Imaging, patching, upgrading, troubleshooting, and optimizing servers and workstations
- Maintain network equipment:
  - Cisco Switches, Firewalls, and Routers
  - DMZ and LAN environments
- Maintain a IT HelpDesk assisting 200+ end-users
- Primarily in charge of:
  - All hardware and software purchases and quotes
  - Printer procurement
  - IT budgeting
  - Software license true-ups
  - Forcepoint Websense Web Content Filtering
  - Virtualization technologies and implementations
  - Shopping and procuring hardware and software maintenance renewals (including contracts for Dell Server ProSupport, Cisco SMARTnet, Websense Web Security, and more)
  - TMEP (Technology Minimum Expected Practices) assessment, policy enforcement, and auditing
- Service-Now ITIL-based implementation, including to change management and network asset discovery
- Successfully executed server farm cable management overhaul planning, material purchasing, and installation

Apple, Inc. February, 2011 – December, 2012
Family Room Specialist Calabasas, CA

- Projected extensive knowledge in technology and customer service
- Sold life-changing products including laptops, desktops, iPods, iPhones, iPads, services and more
- Promoted to FRS position in April 2011, taking appointments to repair Apple laptops, desktop, iPhones, iPads, iPhones, and more
- Taught "One-to-One" appointments, fulfilling appointments made by customers with various technological inclination, teaching them how to use their products and maximize productivity
- Working for Apple taught me how to provide the best customer service in the world.
- Recruited onto the Visuals Team, taking on overnight shifts installing and repairing various products on the floor and new storefront materials

Kevin Kassel Photography March, 2005 – November, 2008
Assistant Photographer/IT Support West Hills, CA

- Assistant photographer for weddings, Bar/Bat Mitzvahs, Hollywood events, and models, taking photos and setting up backdrops and lighting equipment
- Implemented and maintained a high-priority and redundant storage solution
- Managed studio networking equipment, Mac and PC hardware and software, and real-time photo-to-slideshow and quick-print technologies
- Acquired well-rounded knowledge in photography, Adobe Photoshop Editing, and SLR manual focus/shutter/f-stop functions

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SKILLS

- Easy to talk to
- Very personable
- Great email and verbal communication skills
- Comfortable talking to executives and clients
- Quick to calculate numbers and problem-solving scenarios
- Always on-time
- Knowledge in virtualization technologies including:
  - Citrix XenServer
  - Microsoft Hyper-V
  - VMWare vSphere
  - Amazon Web Services (AWS)
- Wide array of networking skills, with experience in:
  - Cisco IOS commands
  - Ethernet cable/patch-panel punching
  - TCIP/IP knowledge and understanding
  - Cable management planning and execution
  - Various file systems and ACL management
- Knowledgeable in:
  - Windows/Linux/Mac OSX workstation and server operating systems
  - Active Directory Management
  - Adobe Photoshop, Acrobat Pro, and Dreamweaver
  - Malware removal techniques, both automatic and manual
  - Server patching execution
  - ITIL-based service desk and change management
  - Remote assistance and repairs
  - WSUS management
  - CPU/RAM/Motherboard/PSU/Hard Drive replacements, RAID configuration/OS deployments/upgrades
  - Symantec Backup Exec Tape Backup
  - Virtualization snapshotting/restoration
- Expert Microsoft Office skills, including Visio, Word, Excel, PowerPoint, Outlook, Lync, etc.

EDUCATION

El Camino Real High School June 2010
High School Diploma Woodland Hills, CA
3.5 GPA

California State University, Northridge June 2016
Bachelor's Degree, Liberal Studies Northridge, CA
3.27 GPA

- *Interdisciplinary Specialization Coursework Selection: Computer Science*
- *32 of 120 total units were Information System/Computer Science courses*
  - *Java, Data Structure, C++, Security, and ERP courses*

AWARDS AND HONORS

- KIWANIS International Award for Technological Intelligence, 2005
- Informa Research Services Employee of the Year, 2013