

ANDRES PECH

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Professional Summary

IT professional with 18-years of experience implementing and supporting a diverse range of technologies. Specialize in supporting small business IT infrastructure. Experience includes hardware and software design, installation, administration and configuration knowledge to support growing businesses and increase productivity. Focused on cultivating positive and productive relationships both internally and externally. Looking to join a dynamic, fun, hardworking team dedicated to developing intelligent, functional solutions for business productivity.

Skills

- Change management
- Project cost planning
- Risk mitigation and management for business continuity
- Policy implementation
- Facilitate infrastructure management planning
- Manage and track IT budgets
- Customer service and support expert
- Management of Building Access Control Systems
- Business process improvement
- Knowledgeable in Windows and Mac Systems
- Windows Server 2000, 2003, 2007, 2012, 2016
- Active Directory Users and Groups
- Print server configuration and maintenance
- Network maintenance, maintenance renewal, DHCP and Network switch configuration
- Cisco Unified Communications Manager (CUCM) for VOIP Telephony
- Polycom, Cisco Telepresence, and A/V support
- Wireless access point configuration and support
- Vast knowledge of business software configuration, support and troubleshooting

Work History

Sr. IT Support Engineer, August 2013 - Current
Kleiner Perkins Caufield Byers – Menlo Park, CA

- Oversaw daily performance of network and desktop systems.
- White glove support for Venture Partners, Entrepreneurs, C-level staff and employees.
- Facilitated top tier video conference support for meetings.
- Executive IT support for galas, CEO summits, VC fundraising, and Limited Partner engagements.
- Referred hardware and software problems and defective products to vendors or technicians for service.

- Processed network accounts, configurations, and support for G-Suite applications.
- Exchange/Intermedia management of user accounts, distribution lists, and shared mailboxes.
- Facilitated new staff orientation and training for all business technologies and introduced best practices.
- Provided after-hours support for applications and project efforts when needed. Help Desk On-Call on a monthly basis.
- Maintained records of daily data communication transactions, problems and remedial actions taken on ticket management system
- Implemented and administered advanced Microsoft and Apple technologies.
- Administered web changes to Venture Partner's profiles and companies on KPCB.com.

Technology Manager & Technical Support Specialist, June 2000 - August 2013

Sunset Publishing Corporation – Menlo Park, California

- Maintained and monitored server room, wireless network and other server infrastructure.
- Maintained business continuity through disaster recovery routines, system checks, and infrastructure planning.
- Administered Network servers, Active Directory Users and Groups, DHCP, and Print servers.
- Supervised electrical upgrades, AC upgrades, and facility improvements for IT infrastructure.
- Project management through use of Request Tracker Ticketing System, Canto Cumulus Digital Asset Management for digital media content, and Filemaker Pro for database management.
- Maintained topology of all network infrastructure, facility maps, and IT wiring using Visio 2013.
- Support of Adobe Creative Suite, Microsoft Office Suite, PeopleSoft, Final Cut Pro, and AutoCad.
- Distributed Windows patches via Shavlik Patch Management Software.
- Set up staff workstations with PCs, Macs, phones and laptops.
- Maintained A/V equipment, including overhead projectors, laptops and video conferencing equipment.

Technical Support Intern, June 1996 - June 2000

Sunset Publishing Corporation – Menlo Park, CA

- Help Desk support

Education

Bachelor of Science: Information Systems, 2013

University of San Francisco - San Francisco, CA

- Graduated with College of Professional Studies Honors

Mechanical Engineering, 1995 - 1999

California Polytechnic State University - San Luis Obispo, CA