

**Ricardo Mercado Gomez**  
1342 W. Amarone Way Santa Maria, CA 93458  
Phone: 805-530-2034 Email: [ricardomercadog@yahoo.com](mailto:ricardomercadog@yahoo.com)

## **OBJECTIVE**

Seeking for a challenging position as an Office Analyst, Programmer, Network Administrator, Operating System Analyst, Database Analyst/Administrator, Tech Support, or Web Developer that will allow advancement based upon demonstrated performance.

## **SUMMARY OF SKILLS**

Good working knowledge on Designing, Configuring, and troubleshooting Windows Active Directory. Highly competent configuring, troubleshooting, and repairing workstations and servers. Competent providing training, documentation, and help desk support. Project-oriented, sticking to a task until completed. Capable of learning new applications and technologies very quickly with virtually no external training or support. Managed and worked with groups of diverse individuals representing the varied cultural and ethnic backgrounds. Good working knowledge on WordPress and Drupal configuration and administration. Proficient in installing and configuring Enterprise Applications such as Adobe Suite CS5, Office Suite 2010, AutoCAD, Solid works, SPSS, Minitab, and others. WebDAM/Photoshelter digital management, configuration, and troubleshooting. Proficient with MS Excel and VBA Programming. Fully Bilingual Spanish and English.

## **AREAS OF EXPERTISE**

Windows Active Directory, Microsoft Windows 2008-2012/Windows 7-10, SQL Server, Linux, and Red Hat Network Operating Systems and MAC OS X. Deploy Studio and Symantec Ghost Suite Imaging Desktop Deployment for Mac and PC. WordPress 4.6 & Drupal 7 Configuration & Administration. Web programming such as CSS, HTML 5, JavaScript, Python, Cal Poly Template, PHP, etc. Highly competent in configuring, troubleshooting, and repairing Windows 7, MAC OS X, and Linux operating systems. Desktop Operating System and Office Software Packages Deployment & Implementation. Networking Services: DNS, DHCP, PKI, File & Printer Sharing, Cisco VPN Client, etc. Networking Hardware Devices: Dell PowerEdge, Dell MD 3000 Disk Arrays, Cisco ASA 5500 Appliance, Arc Server Backup, Document Imaging, etc.

## **WORK HISTORY**

### **4/2014 – Present Webmaster / CMS Specialist, Cal Poly [Marketing & Communications], SLO**

Responsible for the creation, programming, and managing all Marketing & Communications websites and CMS applications. Performed maintenance, troubleshooting, patch upgrades, and repairs to the University Marketing Linux Servers. Managed and administered Google Analytics, Google Appliance, University Library (Cal Poly DAM), and Webmaster Tools. Managed MySQL Backup, Report, and Restore for all University Marketing Websites/CMS. Worked in coordination with different departments and clients to sort out their technical issues and address queries in regard to their websites. Performed a variety of webmaster functions to ensure that the website works properly and smoothly, including monitoring its functionality in leading web browsers, its look and feel, navigation, and many other Internet issues. Lead Programmer for all University Marketing Responsive Websites and Responsive Emails Templates. Provide direct support for Linux Web servers running Drupal 7 and WordPress 4.6.

### **1/2012 – Present Business/IT Part Time Faculty, Allan Hancock College**

Primarily responsible for delivering Microsoft Office technical training courses to Allan Hancock Extended Ed. College students. Teach all Microsoft Office Suite and Computer Classes Level 1 to Advance, which includes Windows Operating System, Excel, and Adobe Suite. Develops syllabi that clearly outline the course requirements, rationale, goals, and objectives. Prepares class sessions and assignments to help students grasp course content and how it integrates with overall student learning outcomes for the course. It creates a learning environment that encourages student involvement and participation. Documents students' attendance,

participation, and academic progress by giving and grading assignments, projects, quizzes, and/or examinations that lead to a final grade.

**8/2008 – 4/2014 Information Technology Consultant, Cal Poly [College of Agriculture], SLO**

Performed maintenance, troubleshooting, AD GPO settings, and repairs to the Cafes LAN running Windows 2008/2012, consisting of 8 servers, desktops, and network printers. Labs Support and Maintenance to 20 Labs in the College of Agriculture (350+ workstations) supporting Enterprise Applications, Security Alarms, Pharos Printing. Provide Tech Support to 250+ Staff and Faculty in the College with a variety of network devices such as iPhone, iPad, Laptops, PDA, and others. Act as the Web Accessibility ADA Coordinator for the College of Agriculture with over 15 Web Sites in the College. Lead Drupal Developer for the College of Agriculture. Act as the Web Accessibility ADA Coordinator for the College of Agriculture with over 15 Web Sites in the College.

**8/2001-2008 Network Analyst, Cal Poly [ESS Admin Bldg.], SLO**

Provide direct support for Microsoft Windows, Linux & Novell NetWare network operating systems. Perform & document system maintenance such as patches & upgrades. Provide direct support for Windows, Linux & NetWare applications including virus prevention, productivity applications, document imaging systems, etc.

Perform infrastructure support (i.e. wiring, switches, print services, etc.). Provide user account maintenance & direct support of MS Windows 2000/XP on desktop workstations & Laptops. Makes recommendations & proposals on new/upgrades operating system implementation plans. Provide general consultation & technical strategic direction to the Unit for advanced desktop operating systems. Provide design, development & maintenance of the ESS Technical Services website. Provide system status monitoring for ESS systems, including backups, storage utilization & firewall traffic. Coordinate/develop training for Windows 2000/XP in response to support needs. Configuration & maintenance of VPN / Web Access to facilitate secure remote access to the staff.

**2/2002-2003 (P/T) MCSE/MCDBA Track Ins, Cal Poly, SLO**

Primarily responsible for delivering advanced Microsoft technical training courses to Cal Poly State University Extended Ed. College students. Teach all Microsoft Certified System Engineer & MCDBA Track Courses such as Windows 2003, Windows XP, Microsoft SQL Server 2000, and Web Database Design.

**12/1999-07/2001 MCSE Ins, Santa Barbara Business College, Santa Maria**

Primarily responsible for delivering advanced Microsoft technical training courses to Santa Barbara Business College students. Teach all Microsoft Certified System Engineer Track Courses such as Windows 2000, Windows 95/98/ME, Windows NT Server / Workstation, Windows NT Enterprise, Network Essential, TCP/IP, A + Certified Course, IIS and Web Design, and many others. Set up desktops and workstations within network environments, creating user-profiles and instituting access restrictions. Installed, configured, and tested microcomputers and related hardware components and peripherals.

**8/98 - 11/99 Network Administrator, Pacific Service Technologies, Honolulu**

Performed maintenance, troubleshooting, and repairs to a LAN/WAN running Windows NT 4.0, consisting of four servers, forty-plus desktop, and four network printers. Accomplished day-to-day administrative duty to evaluate the optimum performance of the LAN/WAN and troubleshoot any problem hardware, software, or user-related with minimum downtime. Performed administrative maintenance to an Exchange Server 5.5, Citrix Winframe 1.7, and MS Terminal Server 4.0. Train and educate employees and managers to improve functionality with hardware, software, and network environments. Develop and maintain the company's Web Site. Responsible for ensuring that all hardware and software are the year 2000 compliance.

**11/97 – 8/98 Technical Support Assistant, Hawaii Pacific University, Honolulu**

Performed upgrades, maintenance, repairs, to small LAN and twelve computer systems in the Tutoring & Testing Department. Develop and maintains department databases. Provide a technical support assistant. Train employees and managers in hardware and software operation and usage. Tutor college classes such as MS Office 95/97, Java, C++, Visual Basic5, and Spanish.

**CERTIFICATIONS**

*2000 Microsoft Certified System Engineer Windows 2000 ID# 1870537*

*1998 Microsoft Certified System Engineer Windows NT 4.0 ID# 1251136*

*1998 A + Certified Service Technician ID# D6FDTT5418*

**RECENT TRAINING**

*MAC "Apple Security & Troubleshooting Training Seminar" SANS "Windows Security Training"*

*Image Now 6 Server Administrations*

*Managing and Configuring CISCO ASA 5500 Network Appliance - Firewall SANS "SECURITY 505: Securing Windows"*

**EDUCATION**

*1993-1997 BS in Computer Science, Hawaii Pacific University 1993- 1996 AS in Data Processing, Hawaii Pacific University*

*1992-1997 AA in Mathematics, Hawaii Pacific University*

*1996-1996 Certificate in Computer Repair, International Correspondence School 1996-1997 Certificate in Electronic, Caguas College of Technology and Science*