

## Keith Gonzalez

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West Palm Beach, Florida

### Mission Statement

Focusing on creating the best possible computer experience for individuals and companies is my main goal. People are the centerpiece of the digital ecosystem, and technology serves us when it efficiently enhances communication, creativity, and productivity. I'm seeking to provide help to those who can utilize my broad experience as a personal digital assistant.

### Experience

IT MANAGER – APRIL 2022 to PRESENT

PALM BEACH MEDIA GROUP, West Palm Beach, Florida

Palm Beach Media is the publisher of many local magazines in South Florida, including Palm Beach Illustrated, Florida Design, Naples Illustrated, Aventura Magazine, Vero Beach Magazine, and many others. My role here is to provide excellent end user support in a hybrid Windows / Mac environment.

**Key Duties:** I take care of all the computer needs of the individuals that design, edit, produce, and circulate the periodicals. Along with all the desktop computer support, I also handle maintenance of the websites, take care of the Voice over IP phone system, Microsoft Outlook 365 email system, server support, and pretty much everything else digital.

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IT SPECIALIST - MARCH 2020 TO APRIL 2022

BEL-TRONICS COMMUNICATIONS SYSTEMS, Peoria, Arizona

The managed service provider arm of this company takes care of a large variety of business needs in mostly the Windows server-client realm. As an IT Specialist, I provide technical support at through the ticketing system from my home-based workstation and onsite visits around the Phoenix Metro area. Keeping the clients satisfied with quick response times and expedited resolutions is paramount.

**Key Duties:** I handled Windows server administration as well as complex workstation issues including: Server 2003 and up; MFP; ActiveDirectory; Office 365; Network troubleshooting; RDS / RDP remote configurations; Thin Client deployment; and anything else required at the support level. With my extensive Apple experience, I also completed all tickets related to the Mac environment.

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IT SPECIALIST / SUPERVISOR - JUNE 2011 TO FEBRUARY 2020

FANN CONTRACTING, Prescott, Arizona

This large construction firm used a mix of Apple and Windows computer systems. Working directly under the CIO, I was the primary point of contact and responsible for all things digital.

**Key Duties:** Mac and Windows servers; Apple iOS deployment and MDM; the VoIP SIP phone system; Google Apps (GSuite); Office 365; Project management over all IT-related tasks. Training was also provided by me to other IT personnel and apprentices, as well as training classes for end users to become more efficient in both Windows and Mac systems. Other items included: Vendor relationships; Hardware and software procurement, repair, and upgrades; Backup and disaster recovery solutions; Website design and maintenance of company website.

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IT COORDINATOR FOR BIOLOGY AND PSYCHOLOGY - AUGUST 2005 TO JUNE 2011  
UNIVERSITY OF OREGON – Eugene, Oregon

This position began as a simple computer lab manager position, and grew to handle all the IT needs of the departments of Psychology and Biology, including all workstations, faculty support, and classroom IT management.

**Key Duties:** Management of student workers and eventually other IT staff; Server administration; Department computer lab maintenance, including all computer equipment; Procurement of software and hardware; Website management for departments and labs; Management of ticketing system; Consulting for audio & video equipment in teaching lab spaces; Other tasks as requested by department heads.

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### Other Computer Experience

2003 - 2005: Large- and small-format copy, printing and repair at reprographic company in Eugene, Oregon.

1995 - 2003: Web Design (HTML & CGI specialist) for various dot-com companies (Colorado, Germany, & Florida).

### Education

PSYCHOLOGY, GENERAL SCIENCES  
Florida International University - Miami, FL

PSYCHOLOGY, GENERAL SCIENCES  
University of Georgia - Athens, GA

ASSOCIATE IN PSYCHOLOGY, GENERAL SCIENCES  
Palm Beach Community College - Lake Worth, FL

### Key Skills

FAA Part 107 UAS Drone Pilot License (since Oct 2017); Retail computer sales and service (4 years); Microsoft Office (10+ years); Networking (7 years); Apple OS X Desktop and Server (10+ years); iPhone & iPad Support (7 years); Windows Server (6 years); Photoshop (10+ years); HTML (10+ years); Hardware (10+ years); Hardware and software troubleshooting (10+ years); VoIP PBX (5 years); Purchasing (14 years).

## Work Attributes

- 'Get it done' work ethic.
- Honesty, integrity, and transparency.
- Healthy and highly reliable.
- Keeps focused in high-stress situations.