

David Acoba Jr.

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summary of qualifications

- Experience project planning, managing client account, and managerial skills.
- Ability to work harmoniously in a team environment and with other departments.
- Managed statewide programs and projects for the California and Colorado Junior Chamber of Commerce.
- Skills set include iOS, Android, Windows and Macintosh hardware and software applications.
- Familiar with Microsoft Active Directory in a global business environment.

business experience

Volt Workforce Solutions: eHealth Insurance Information Technology Support 2015-2015

- Imaged laptops and desktops using Microsoft System Center Configuration Manager.
- Configured Cisco IP phones for new employees with Cisco Unified Communications Manager.
- Encrypted machines using Symantec PGP.
- Created documentation for configuring phones and software.
- Supported Macintosh and Windows platforms.

Stanford University Computer Information System Analyst 2007 – 2015

- Provided direct support and training of software and hardware for Windows and Macintosh platforms.
- Imaged and deployed hardware and software to end users.
- Maintained hardware and software as specified by departmental needs.
- Recommended hardware and software to end users to be in compliant with university security policies.
- Encrypted university machines with McAfee Full Disk Encryption, Microsoft BitLocker, and Apple OSX File Vault.
- Delivered support for remote employees using LogMeIn123.
- Maintained ownership of issues until resolution, drive other teams as needed, and set customer expectations accordingly.
- Diagnosed and configured network printer connection for users.
- Beta tested hardware and software before campus wide deployment.
- Imaged, standardized, and maintained over 100 Public Access Terminals (PATs) across multiple academic departments.
- Troubleshoot and configured network connection for users.
- Configured mobile devices (iOS, Android, and Windows) for faculty, staff, and students.
- Provided weekly Walk-Up support for faculty, staff, and students.

Synopsys Incorporated Senior Systems Administrator 2000 - 2006

- Provided direct support for Windows Workstation, Windows Server, network hardware, and software applications.
- Supported remote offices for office relocation, upgrade network hardware, workstations and/or applications.
- Coordinated and managed Windows integration projects with acquired companies of over 250 users.
- Supervised five System Administrators in a remote office.
- Deployed new hardware and technologies to user community including mobile devices.

Legato Systems, Incorporated Premium Support Account Manager 1999 - 2000

- Managed nine Gold Care accounts (Company Accounts) and three Partner Care accounts (OEM).
- Coordinated cross-functional groups to develop resolutions to product development and customer issues.
- Facilitated conference calls with accounts' IS/IT departments and senior management.
- Monitored processes of customer calls and resolutions.

Synopsys Incorporated Windows NT Systems Administrator 1997 - 1999

- Developed databases for Y2K system requirements, global deployments, and reports.
- Assisted with planning and implement global Y2K system and application upgrades.
- Managed deployment of systems and software upgrades for 800+ global users.
- Troubleshoot Windows NT Workstation, Windows NT Server, network hardware, and software applications.
- Visited offsite offices for office moves, upgrade network hardware, workstations and/or applications.
- Completed the following courses for MCSE Certification.
 - 922 - Supporting NT Server Core Technologies
 - 688 – Internet working with MS TCP/IP on Windows NT
 - 689 - Supporting NT Server Enterprise Technologies

Quark Incorporated Technical Support Specialist 1996 - 1997

- Received and successfully handled technical phone support for the publishing industry.
- Completed six week comprehensive course in electronic publishing and technical support.
- Collected telemarketing research information for QuarkImmedia.

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(continue)

business experience (continue)

California Junior Chamber of Commerce Community Development Vice President 1995 - 1996

- Supervised 10 community development emphasis areas for the California Junior Chamber of Commerce
- Developed and presented leadership training material at quarterly state board meetings.
- Assisted in the creation of by-laws, policies, and future direction of the organization.
- Provided mentorships to chapter's Community Development Vice Presidents.

Claris Corporation Technical Support Specialist 1992 - 1996

- Provided nationwide technical phone support for over 12 software packages including word processing, databases, integrated, and graphics.
- Produced and proofed Claris TechInfo Newsletter.
- Oversaw and developed Claris TechInfo CD (Compact Disk).
- Developed training materials for new software packages to the technical support teams.

Pacific Bell Directory Microcomputer Support Specialist 1991 - 1992

- Provided one-on-one training with Macintosh software and hardware.
- Advised software and hardware configurations for business needs.
- Supported hardware and software for the department.

De Anza Community College Instructional Assistant/
Desktop Publishing - Graphic Design 1990 - 1993

- Assisted instructor with a class of 35 students.
- Provided technical instructions and tips with Adobe Illustrator, Aldus PageMaker, MicroSoft Word.
- Maintained hardware, software, and network in the classroom.

Addison-Wesley Publishing Company Administrative Assistant 1989 - 1991

- Provided support for eight educational editors.
- Developed training classes to other Administrative Assistant using MicroSoft Word and MicroSoft Excel.
- Decreased development time of reporting Budget vs. Actual Accounting Reports by 75%.
- Condensed monthly editorial budget balancing procedures from two weeks to three hours.

BankAmerica Corporation Customer Service Representative 1985 - 1989
Senior Proof Operator

- Liaison between branch offices and proof center.
- Developed spreadsheets to track proof production and operator performance.
- Increased proof operator performance by 10%.

academic credentials

California State University, Fresno May 1988
• Bachelor of Science
Business Administration, Marketing and Management

community involvement

California Junior Chamber of Commerce	Senator Director	2006
California Junior Chamber of Commerce	Advisor	1997 - 1998
Colorado Junior Chamber of Commerce	Advisor	1996 - 1997
California Junior Chamber of Commerce	Community Development Vice President	1995 - 1996
	Program Manager	1994 - 1995
	District Governor - District One	1993 - 1994
Cupertino Junior Chamber of Commerce	President	1992 - 1993
	Vice Presidents	1990 - 1992
	Promotions/Public Relations	1989 - 1990