

Omar Garcia

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Professional Summary

IT Systems Administrator with over 10 years of IT and telecommunications experience, including 6+ years supporting managed services clients. Experienced in Microsoft 365 administration, Intune, SharePoint, Windows Server infrastructure, networking, VPNs, firewalls, virtualization, cloud migrations, CCTV, access control systems, structured cabling, hospitality technologies, backup and disaster recovery. Trusted escalation resource for complex technical issues, infrastructure projects, site deployments, technology migrations, and client implementations.

Core Skills

Microsoft 365, Exchange Online, Intune, SharePoint, Entra ID, Windows Server, Active Directory, Virtualization, Firewalls, Switches, VPNs, Wi-Fi, Network Infrastructure, Backup & Disaster Recovery, Server Restorations, Microsoft 365 Migrations, Google Workspace Migrations, CCTV, Access Control Systems, Structured Cabling, PMS Systems, Salto Door Locks, Technical Documentation, Knowledge Base Development, Ticket Management, Customer Support

Professional Experience

IT Systems Administrator | Kortech Communications | Apr 2025 - Present

- Serve as a primary escalation resource for complex technical issues and client projects.
- Administer Microsoft 365 environments including tenant creation, licensing audits, Exchange Online, DNS management, SharePoint, and Intune.
- Build and configure file servers, virtual machines, VPN solutions, and supporting infrastructure.
- Install, configure, and upgrade firewalls, switches, wireless networks, and structured cabling.
- Create network diagrams and technical documentation for client environments.
- Lead Microsoft 365 and Google Workspace migration projects.
- Support hospitality technologies including PMS platforms, credit card systems, PBX systems, and Salto door lock servers.
- Manage backup and disaster recovery solutions including server backups, recovery testing, and restoration of critical systems and data.
- Perform site visits, infrastructure assessments, hotel brand transition projects, and onsite deployments.
- Travel throughout California and out of state for technology deployments and client implementations.

IT Support / Systems Administration | Dirbos | Oct 2024 - Apr 2025

- Provided systems administration and technical support across multiple client environments.
- Supported Microsoft 365, endpoint management, networking, and business-critical applications.
- Resolved advanced technical issues and assisted with project implementations.
- Supported backup administration, system recovery operations, server maintenance, and business continuity initiatives.
- Worked on infrastructure improvements, migrations, and onsite support engagements.
- Traveled for customer projects, technology rollouts, and infrastructure implementations.

IT Support Specialist | Brea Networks | Jan 2020 - Oct 2024

- Supported SMB clients across diverse industries through managed IT services.
- Managed and closed 20+ support tickets daily while meeting service expectations and SLAs.
- Answered inbound support calls, created new tickets, triaged requests, and prioritized issues based on business impact.
- Followed up with clients to ensure complete issue resolution and maintain customer satisfaction.
- Maintained detailed ticket notes documenting troubleshooting, root causes, corrective actions, and final resolutions.
- Created knowledge base articles, how-to documentation, SOPs, and technical guides for internal and client use.
- Provided onsite and remote support for Microsoft 365, Windows Servers, endpoints, networking equipment, and cloud services.
- Monitored backup systems and assisted with server restorations, data recovery requests, and disaster recovery procedures.
- Participated in infrastructure deployments, migrations, onboarding projects, and client documentation initiatives.
- Participated in CCTV and physical security deployments, including out-of-state implementation projects.
- Traveled throughout California and to out-of-state customer locations for project and infrastructure work.

Field Technician V | Spectrum | Jan 2015 - Jul 2019

- Installed, configured, and supported residential and commercial internet, voice, and video services.
- Supported small and medium-sized business customers with business-class telecommunications services.
- Performed advanced troubleshooting of connectivity, signal quality, wiring, and customer-premise equipment issues.
- Installed and terminated coaxial, Ethernet, and structured cabling infrastructure.
- Configured routers, wireless networks, voice services, and networking equipment.

- Conducted site surveys and infrastructure assessments for new installations and upgrades.
- Coordinated with dispatch, engineering, and support teams to resolve escalated service issues.
- Trained and mentored technicians on installation standards, troubleshooting methodologies, and customer service practices.

Education

- Southern California Institute of Technology – Electrical Apprenticeship
- Garden Grove High School

Certifications

- MS-900: Microsoft 365 Fundamentals (Planned)
- AZ-900: Microsoft Azure Fundamentals (Planned)
- SC-900: Microsoft Security, Compliance, and Identity Fundamentals (Planned)
- MD-102: Endpoint Administrator (Planned)