**TOSHIHIKO SOSA**

Hoover, AL 35226 | 205-585-1025 | toshibond@msn.com | [toshisosa.com](http://www.toshisosa.com)

**INFORMATION TECHNOLOGY - IT SYSTEMS ADMINISTRATION**

Multi-credentialed Information Technology professional with more than nine years of experience providing increasingly complex and advanced technical support across organizational functions. As Field Support Analyst, provided hardware and network infrastructure support for more than 1,000 Business Network users, managed and maintained thousands of pieces of technical equipment, and seamlessly led and administered Level 2 Support during staff reductions.

Technical qualifications complemented by successful business management experience as sole proprietor of two restaurants. Oversaw all aspect of business operations, including hiring, training, and overseeing staff, managing accounting and bookkeeping, initiating creative business strategies, and developing customer relations that resulted in loyal customer following. Bi-Lingual, English and Japanese.

**SKILLS**

**Certifications: CompTIA A+, Comp TIA Network+, Microsoft Certified Professional (MCP), and Microsoft Certified Solutions Associate (MCSA)**

**Hardware & Network Infrastructure Support | Software Support| Troubleshooting**

**Systems Security | Resource Optimization | Inventory Management | Quality Assurance**

**Project Leadership | Technical Customer Support | Staff & User Training**

**Windows Operating Systems | HTML | CSS | Java Script | Basic SQL | Wiring Cat5, Co-Axial**

**RJ11, RJ45 Termination | TCP/IP and HPNA Networks | Microsoft Office**

**PROFESSIONAL EXPERIENCE**

**US STEEL,** Fairfield, AL 2009 to 2016

**FIELD SUPPORT ANALYST**

* Advanced from Infrastructure Support/Deskside to take on co-responsibility for Level 2 support when 24/7 onsite support and multiple Level 1 support positions were eliminated. Managed the Level 2 Process Control network, which monitored production and tracked activities of hundreds of PCs, sharing server facilities with Level 1 (Production) and Business Network.
* As Deskside Support, provided technical expertise to more than 1,000 users of PCs, printers, laptops, tables, Audio Visual Equipment, DVRs, and cameras.
* Supported the operation of several thousand pieces of equipment. Configured equipment to meet needs of individual users or groups, installed software, and ensured proper networking. Maintained all back-up PCs to assure they were available for critical hot swaps 24/7.
* Tracked, processed, and oversaw all IT equipment purchases, requests, inventory, and disposals. Managed the tracking for more than 160 leased laptop computers. Administered budgeting, purchasing, deploying, tracking, maintenance, and break fix activities.
* Patched hundreds of machines during critical windows of time when production line was down.
* Led project “Dropping Printing Costs by Elimination of Desktop Printing Device” by eliminating the need for more than 75 printers, significantly cutting costs.
* Trained team on all standard operating procedures (SOPs).
* Built Level 1 PCs and investigated malware infections to strengthen cyber security.

**PROFESSIONAL EXPERIENCE**

(Continued)

**AT&T,** Birmingham, AL 2008 to 2009

**PREMISES TECHNICIAN**

* Pioneered AT&T’s Internet service as lead of first technical team in Alabama.
* Coached and trained more than 10 technicians.
* Installed and repaired home computer networks, video, and VOIP phone services, providing direct support to customers on-site. Demonstrated proficiency with JDSU test meters, Butt sets, cable toners, and Cat5 and Co-Axial cables.

**PC and NETWORK SUPPORT CONTRACTOR** 2008

**BMC SOLUTIONS,** Kennisaw, GA

**ADAMS,** Birmingham, AL

**BRYANT IT,** Birmingham, AL

* At BMC Solutions, selected to lead server deployment project. Brought project to completion ahead of deadline.
* Installed and maintained desktop computer operating systems, servers, printers, computer networks and wireless routers; configured networks; performed virus removal; conducted asset tagging and data input.
* Coordinated warehouse activities and participated in warehouse logistics planning.
* Provided peer-to-peer network file sharing capabilities.

**COMPUSA,** Birmingham, AL 2007 to 2008

**PC REPAIR TECHNICIAN**

* Improved break-fix rate while providing technical expertise for all aspects of PC and software troubleshooting, repair, maintenance, and virus removal.

**EDUCATION, TRAINING, & CERTIFICATIONS**

**BACHELOR OF SCIENCE, RADIO CHEMISTRY AND GENERAL SCIENCE**

Rikkyo University, Tokyo, Japan

**ASSOCIATE OF SCIENCE, COMPUTER NETWORKING**

Virginia College, Birmingham, AL

**CompTIA A+**

**Comp TIA Network+**

**Microsoft Certified Professional (MCP)**

**Microsoft Certified Solutions Associate (MCSA)**

**Web Developer Course, Treehouse, in process**