

Justin Ton

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SUMMARY

Hands-on IT professional with a broad technology background.
25+ years of personal computer experience, 8+ years professionally.
Works well in a group but can also operate independently.
Particularly attentive to user's questions and needs to resolve technical issues.
Personally strive to ensure that the user is happy with my service.

Technologies

OS/Platforms: Windows 10/8/7/XP/2000/NT/98

Applications: Office 365/2013/2010/XP (Word, Excel, Outlook, Power Point, Visio, Project, Lync), Jira, Confluence, Photoshop, Illustrator, 3ds Max, Maya, WebEx, SalesForce, Symantec Endpoint Protection

Networking: LAN/WAN, TCP/IP, Ethernet, Wireless

Hardware: PC-Based Desktops, Laptops, Tablets, Servers, Switches, Printers, Scanners, Projectors, Video, Conferencing, VOIP Telephony, HID Proximity Security system, A/V Equipment

PROFESSIONAL EXPERIENCE

Lykes Cartage - Orlando, FL

Dispatcher - Nov. 2014 – Jan. 2018

Supervisor - Buzz Siram (407-283-1645)

- Manage daily operations of inbound and outbound freight.
- Schedule and plan daily routes for drivers to ensure a smooth and on-time delivery.
- Setup and maintain desktops, VOIP phones, video surveillance system, and network.
- Install and use of Citrix based freight tracking systems.
- Install and use of label makers and scanning devices to track shipments.

TeleSign Corporation - Marina Del Rey, CA

IT Helpdesk Engineer - Oct. 2010 – Feb. 2014

Vice President, Network Operations - Terry Somers (310-740-9700)

- Provided helpdesk support for over 150 users locally and internationally.
- Created and configured user accounts, email, network access, and IP phones.
- Configured and maintained user's security access to facility.
- Acquired all hardware and software licensing through various vendors.
- Installed and maintained operating systems, software, and peripherals.
- Performed system hardware and software upgrades or repairs.
- Ensured off-boarding staff returned all allocated equipment and disabled all accounts.
- Reduced operating costs by migrating separate services over to Office 365.

EDUCATION

2022 – University of Central Florida • Orlando, FL • Bachelor of Arts in Digital Media: Game Design

2019 – Valencia College • Orlando, FL • Associate in Art