

# Chad Freiling

12996 Foreman Ave.  
Moreno Valley, Ca 92553  
(951) 242-1274

## Career Goal

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To provide technical assistance and support to end users. Provide high end support for today's leading modern companies while maintaining a high preservation of today's fast paced prevailing technology with-in any establishment.

## Education

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### Associate Degree in Information Technology

ITT Technical Institute - San Bernardino, Ca  
*June 2003 thru June 2005*

Graduated with Honors, June 11, 2005

### General College Education & Computer Technical Courses

Riverside Community College - Riverside, Ca  
*1996 - 2001*

Concentration in general College education courses  
Computer Technical Courses

### High School Graduate

La Sierra High School - Riverside, Ca  
*Graduated June 1996*

Concentration in general education courses

## Career History

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### Systems Administrator- Pala Casino Resort and Spa

*35008 Pala Temecula Road, PMB 40, Pala, Ca 92059 Febraury 2007 to Present*

Job functions included: Performing server maintenance according to internal policy. Monitor health of every server, evaluate performance and plan for upgrades. Responsible for corporate server environment, overall Active Directory monitoring and administration. Document and keep current all systems inventory, updates, changes to hardware, and system accounts. Write documentation for both users and IT personnel. Support internal and external software applications. Responsible for systems wide backups, insuring valid and adequate data has been saved according to internal policy. Perform frequent audits of backup sets and expanding them to accommodate to new server and databases in place. Offer 24/7 Support for Pala Casino Computer Support Specialists. Responsible for maintaining corporate anti-virus policy. This includes updating client, server and email virus definitions; in addition to performing upgrades and rolling out new software version. Microsoft Server installations and configurations for new servers.

### Computer Support Specialist - Pala Casino Resort and Spa

*35008 Pala Temecula Road, PMB 40, Pala, Ca 92059 May 2006 to February 2007*

Job functions included day to day end user support, providing technical assistance, and advice end users may need when solving a technical related problem regarding; desktop computer hardware and software issues, printer/printing problems, network troubleshooting. Setup computers, telephones, micros (point of sale) terminals for promotional events and internal events. Monitored and Completed End of Day activities, such as; snapshot procedures, update employee badge database, backups, server system reboots, restarting AS/400 (LMS, MMS) interfaces.

### Network & Systems Administrator, Singh Chevrolet of Riverside, CA

*8200 Auto Dr., Riverside, Ca December 2004 to May 2006*

Perform regular network maintenance, software and hardware maintenance; implement consistent security updates, patches, software updates and installations; Troubleshoot General and High priority issues co-workers may have with their workstations and software. Maintain & Build workstation computers. Successfully Designed, setup and Implemented Internal network over an existing network for New Dealership Park Royal Super Center (Chevrolet, GMC, Saab, Chrysler, Hummer) in San Rafael, Ca.

### Systems technician / Webmaster - Essex Performance Boats, Inc.

*960 West Brooks Street, Ontario, Ca 91762 June 2002 to December 2003*

Maintained a list of duties as well as duties out side of the IT Department. Duties were as followed: Maintain employee computer workstations, make sure they are up to date on both Windows updates (security & critical) and virus protection is up to date; maintain employee intranet email & internet email; Fix and maintain any networking problems or flaws, fix or repair pc's. Designed ads that ran in magazines and even in house publications, edit photos for 'gel coat' changes for customers. In addition maintained the current website for any updates that were needed, and updated customer boat photos to the existing website.

### Sales - Webmaster/Developer - Mighty Mover Trailers, Inc.

*224 North Sherman Ave., Corona, Ca 92882 June 2002 to December 2003*

Maintained a status of ordering custom built trailers for our customers. This work includes knowledge of cars, trucks, off road vehicles and mobile equipment along with their weight and the sizes of each item. Then creating either an open or enclosed trailer to fit specs for customer's needs. Along with writing specifications. In addition, maintaining drawings for new orders and any specifications needed for a custom trailer. Redeveloped and maintained the Mighty Mover Trailers, Inc. website, along with maintaining office employee mail accounts, updated computer programs and drivers while trouble shooting computer errors and some networking problems.

\* Job experience before 2002 is available upon request

## Software, Programming and Services Knowledge

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### Microsoft Products

- Office Suite
  - Access
  - Excel
  - One Note
  - Outlook
  - PowerPoint
  - Publisher
  - Word
  - Visio
- Visual Basic Studio 6

### Adobe Products

- Acrobat
- Dreamweaver
- Flash (Previously Macromedia Flash)
- Photoshop
- Illustrator

### Operating Systems and Admin Tools

- Windows 2000, XP, Vista
- Windows Server 2000, 2000 Advance, 2003
- Microsoft Management Console (MMC)
- Active Directory
- Internet Information Service (IIS)
- Micros 9700 HMS Point of Sale system

### Hardware Knowledge

- PC and Server Troubleshooting and Configuration
- Cisco Switches, Routers, Hubs & Access Points
- 3Com NBX Telephone system
- Mitel Phone Switches and Phones

### Other Software

- Acronis True Image Server
- Veritas Netbackup 6.5
- EMC EmailXtender 4.7, 4.81
- Tumbleweed
- Websense
- Trend Micros OfficeScan
- Aristocrat Gaming OASIS 360 (Casino Data Management Systems)
- Discreet 3d Studio Max 4+
- CorelDraw!
- ERALink32 (Reynolds and Reynolds)
- myTeam - myJal (Next Phone Software)
- DameWare Remote Control

### Languages & Developer Tools

- HTML
- PHP
- Nullsoft Scriptable Install System
- Auto-It (Basic-like Scripting)
- Batch and VBS Scripting
- MySQL

## Troubleshooting and Diagnostic Skills

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PC and Server optimization  
Troubleshooting PC, Server and Network problems  
Virus and spy ware removal  
Can learn and adapt to new software and hardware  
End User tutoring and Tutorial documentation

## Hobbies and Affiliates

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AYSO Soccer ~ Region 187  
Moreno Valley, Ca

Coach  
September 2005 to November 2007

Riverside Newcomers Club  
Riverside, Ca

Web Developer & Technical Support  
September 2006 to September 2007

The Jace Edwards Radio Program  
Palm Springs, Ca

Previous Web Developer & Technical Support  
1999 to Present

Riverside County Sheriff's Office  
Riverside, Ca

Sheriff Explorer – Volunteer  
1996 to 2000

*\* References are available upon request.*