

Anthony Pullano

anthony@pullano.net 📠 585-746-3437 📠 Rochester, NY

WORK EXPERIENCE

YPC Media

Oct. 2016 – Present

Helpdesk/Junior System Admin

Henrietta, NY

- Work with end-users to determine and resolve desktop problems. Performing on & off site analysis, diagnosis and resolution of complex desktop problems for end-users, including remote repair as needed. This includes troubleshooting, and repairing PCs & mobile devices across several companies.
- Interpret and/or discuss information with others, which involves terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving rather complex issues.
- Research and recommend new equipment purchases while working with Accounting to stay within budget ranges.
- Perform installation, upgrades, life cycle replacement and reutilization of desktop computers, network equipment, peripheral equipment and desktop applications. This also includes asset tracking for all on/off site hardware.
- Manage all user accounts, including email & VoIP (AllWorx, Mitel, FreeBX) in both on-premise & cloud based platforms.
- Onboarding and offboarding of on-site and remote users, shipping equipment & arranging return shipments as needed.
- “Train” users of the systems to ensure appropriate and safe usage of equipment under acceptable use policy guidelines.
- Setting up & maintaining Zoho Cloud SaaS products, as we move users away from in-house software and into Zoho.

Achievements with YPC Media

- Coordinated transition of all employees to Work From Home due to global COVID-19 pandemic by distributing PCs, monitors, and phones to end users and troubleshooting at home setup.
- Coordinated IT/Tech concerns for multiple large transitions within the company
 - Opened a sister company & handled networking for its expansion into and contraction from multiple suites.
 - Responsible for migration and ultimate closure of a company purchased in California.
 - Coordinated the move of our central office location in early 2020 (equipment & physical security).
 - Coordinated with international authorities to ship VoIP phones into the Philippines.

The PC & Wireless Shop (Verizon Wireless)

Sept 2015 – Nov. 2016

Sales Associate

Canandaigua, NY

- Mobile Repair (anything shy of soldering, due to equipment restrictions).
- Assist clients with mobile & pc concerns.

Revolution Electronics

2014 – 2015

eBay Sales/Repairs

Dormont, PA

- Manage eBay; listing products, shipping, and handling disputes.
- Prepare used computers for resale, including repairs when needed.
- On the spot evaluate broken/damaged electronics when being purchased from customers.

EDUCATION

Comptia A+: Core 1

April, 2021

Core 2 in progress

Art Institute of Pittsburgh

June, 2014

Bachelor of Science in Visual Effects and Motion Graphics

Pittsburgh, PA

SKILLS & INTERESTS

- **Software Proficiency:** GSuite & Google Products, Microsoft Exchange on-premise, Office 365 & Microsoft Products, Active Directory, Powershell, ProfileUnity, Symantec Cloud, Twilio, Adobe Products, as well as a multitude of both VoIP & Security products.
- **Skills:** Problem solving/troubleshooting, detail oriented, hands on & determined learning style (willing to ask for help, but determined to find solutions), prefer to present solutions instead of problems (especially to non-tech users/management).
- **Interests:** Staying active; hiking; biking; camping; kayaking; rock climbing; cooking; politics; culture; self-improvement; investing/FIRE; aerial photography (drones); gaming (including running servers/gaming communities).