

Randy Northrup

Ventura, CA 93001 | +1 805 794 2764 | randy.northrup@gmail.com

Professional Summary

- Support Technician with a rapidly increasing range of experience looking to bring strong instincts and strong operational skills to your company.
- Background in mobile services, and customer support.
- WISE Certified Technician.
- Advanced PC, and Mac repair.
- ManageEngine Endpoint Central and Service Desk plus configuration and administration.
- PRTG configuration and administration.
- Cisco Meraki network and MDM configuration and administration.
- Advanced configuration, and troubleshooting of Microsoft Office Suite and Outlook.
- Enterprise level network deployment, configuration, and maintenance.
- Office 365 configuration, and administration.
- VMWare EXSi Host installation, configuration, and administration.
- Windows Server 2019, 2016, and 2012 DHCP, DNS, and Group Policy configuration and administration.
- Azure Active directory administration and configuration.
- Active Directory configuration and administration.
- Have successfully completed hundreds of smart phone repairs including Apple, Samsung, LG, and Motorola.
- Advanced soldering and micro-soldering for example touch I.C. repair, USB/charging controller repair, FPC connector replacement, Playstation and Xbox HDMI replacement etc.
- Apple and Android Tablet repair, and maintenance.
- Video surveillance system installation, configuration, and maintenance.
- Installation, configuration, maintenance, and repair of Mac OS, Windows, and Linux systems.
- Small and large scale low voltage wiring installation.
- Advanced experience with NOVA POS, RepairShopr, and Square.
- Unifi, Araknis, OVRC, Eero, and SonicWall, local and remote setup and support.
- CDK and Reynolds and Reynolds Dealerware software administration.
- Over 13 years customer support and sales experience.
- Great team player.

Work Experience

Level III Technician

Mitec Solutions | Ventura, CA

September 2025 to Present

Manager

iProtech | Simi Valley, CA

January 2025 to September 2025

Level III Technician

Tekdep | Woodland Hills, CA

January 2025 to March 2025

Advanced repair technician.

Computer Technician/Network Engineer

Fyxx Entertainment | Woodland Hills, CA

March 2024 to January 2025

- Install and configure home/enterprise audio systems.
- Build and maintain A/V and Network racks.
- Security camera installation and configuration.
- Home/Enterprise audio calibration.
- Work directly with client to configure network connected devices.
- Take notes and make records of A/V and network settings, such as IP schemes, DHCP ranges and reservations, static IP addresses, and any necessary login and account info.
- Remote support
- Unifi Network deployment and maintenance.
- Setup and maintain Heartland POS systems.
- Setup and maintain Aloha POS systems.
- Setup and maintain Micros POS systems.
- Install and perform repairs to hardware, software and peripheral equipment.
- Conduct computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Provide recommendations for resolving problems.
- Mobile services.
- Customer support.
- Networking Administration
- Windows and Mac OS cleanup, installation, and configuration.

IT Support Technician III, Sys Admin, Junior Network Technician

Swickard Auto Group | Thousand Oaks, CA

March 2023 to March 2024

- Remote client support, ManageEngine Endpoint Central, Service Desk Plus, and RDP.
- Network deployment and maintenance
- Active Directory Domain support.
- PC imaging and configuration.
- On-Site client support.

IT Support Technician III

Reboot Networks | Thousand Oaks, CA

September 2022 to March 2023

- Remote client support, LMI, Screen Connect, and RDP.
- Active Directory configuration, and administration.
- Office 365 administration and configuration.
- Azure Active directory administration and configuration.
- PC imaging and configuration.
- On-Site client support.
- Network configuration, and administration.

Technician/Installer/Programmer

Central Coast Audio Visual | Carpinteria, CA

August 2021 to September 2022

- Pull cat6, coax, and fiber runs in finished and unfinished homes.
- Termination of RJ45 connectors, Coax type F and RG6 connectors, and banana plug connectors.
- Install and configure home audio systems.
- Build and maintain A/V and Network racks.
- Security camera installation and configuration.
- Trenching, running conduit, installing low-voltage panels.
- Mounting and setup of televisions.
- Projector calibration.
- Home audio calibration.
- Work directly with client to configure network connected devices.
- Take notes and make records of A/V and network settings, such as IP schemes, DHCP ranges and reservations, static IP addresses, and any necessary login and account info.
- Install, setup, and configure Sonos devices on S1 and S2 control.
- Remote support
- Install and setup OVRC network connected power devices.
- Unifi Network deployment and maintenance.
- Araknis Network deployment and maintenance.
- Eero Network deployment and maintenance.

Technician/Owner

Gizmo Wizards LLC. | Oak View, CA

October 2018 to October 2021

- Install and perform repairs to hardware, software and peripheral equipment.
- Conduct computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Provide recommendations for resolving problems.
- Micro-Soldering.
- Computer and cellphone sales.
- Computer and cellphone accessory sales.
- Mobile services.
- Customer support.
- Networking Administration
- Remote support.
- PC builds, repairs, and upgrades.
- Windows and Mac OS cleanup, installation, and configuration.
- Repaired hundreds of cellphones and tablets.

Electronics Repair Technician

AM Cell Phone Repair | Thousand Oaks, CA

September 2018 to October 2018

- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Repaired hundreds of cellphones and tablets.
- Micro-Soldering.

Electronics Repair Technician

UBreakIFix Oxnard, CA. and Thousand | Oaks, CA

April 2018 to September 2018

- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Repaired hundreds of cellphones and tablets.
- Micro-Soldering.

Manager

iProtech | Thousand Oaks, CA

June 2017 to March 2018

- Handled daily money counting, and made proper change for each location.
- Completed weekly inventories of parts at each location.
- In charge of ordering parts as needed for a task, or for inventory.
- Maintained company telephone, handled communication with bill providers IE. internet provider, phone company.
- Handled G-Suite administration.
- Performed maintenance and upkeep for the shop's network shared printers and PCs.
- Responsible for turning in monthly expense reports to the renter (The Oaks Mall, and Simi Town Center.)
- Maintained and categorized the POS system.
- Repaired hundreds of cellphones and tablets.
- Micro-Soldering.
- Cellphone accessory sales.

Lead Technician

GoodFix | Oak View, CA

August 2016 to June 2017

- Answered user inquiries regarding computer software and hardware operation.
- Set up equipment for employee use.
- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Developed training materials and procedures.
- Established requirements for new systems and modifications.
- Worked on large enterprise and business critical applications.
- Oversaw local IT infrastructure including servers, security, networking, storage systems and desktops.
- Repaired hundreds of cellphones and tablets.

Private Contractor/General Laborer Phones, and Tablets. Mobile Tech services.

August 2006 to August 2016

- Installed and performed repairs to hardware, software and peripheral equipment.
- Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.
- Provided recommendations for resolving problems.
- Fork truck operator, car part manufacturing, warehouse loader, shipping and receiving, janitorial.

Field Artillery Tactical Data System Specialist

US Army | Fort Campbell, KY

December 2004 to July 2006

- Installed and performed repairs to hardware, software and peripheral equipment, following design and installation specifications.
- Was Supply Clerk overseeing the inventory of the entire battery.
- Manager of Internet Communication Center in FOB Warrior Kirkuk, Iraq.
- Set up equipment for employee use.
- General maintenance on supply vehicles.
- Accountability verification.

Education

Computer Networking Administration (Associate's degree)

Danville Area Community College | Danville, IL

August 2012 to December 2014

Skills

WAN Communication skills Data center experience Forklift Linux LAN iOS Identity & access management Desktop support Technical Support Microsoft Exchange Mac OS Virtualization TCP Quality assurance SharePoint IT project management Computer skills Debian NFS VoIP Project management methodology Visio Ethernet Website management Network Installation Shell Scripting NEC Operating systems Help Desk Restaurant experience Sales Customer service Microsoft Windows LDAP Software Troubleshooting Team management PRTG TCP/IP Android Office management Microsoft SQL Server DNS FTP Low voltage Help desk Server management Database administration Scripting Python IT Cloud infrastructure Firewall Microsoft Windows Server Computer hardware Azure IT management Active Directory IT infrastructure Computer science PCI Troubleshooting SSO IT service management SSL Cisco routers Network engineering Systems analysis Negotiation Meraki Website maintenance Cabling Dealership experience Project scheduling GitHub Project management Management VMWare Operating Systems System Administration Network protocols SQL Authentication Cisco ASA Cisco ISE Technical support Load balancing Network Support System administration DHCP Software troubleshooting CentOS High availability Network security Information security VPN IVR System design Windows SAN VMWare ESXi Network installation Databases Mobile device management PowerShell Research Routing protocols Network management Microsoft Access IPsec Computer networking Ubuntu Citrix Remote access software POS Manufacturing Mentoring Network administration Cash register Encryption Network Administration Network support IT support Maintenance

Links

[GitHub.com/randynorthrup](https://github.com/randynorthrup)

<https://www.linkedin.com/in/randy-northrup-8ab56517a/>

Military Service

PFC | United States Army

Certifications and Licenses

Savant Blueprint

November 2021 to Present

Design Savant smart control blueprints.

Dirac Certified

October 2021 to Present

Calibrate audio with Dirac Live.

Driver's License

ACIT

Apple ACIT Certification

Q-sys Design

January 2022 to January 2024

Design blueprints for the Q-SYS hardware architecture.

Low Voltage License

Additional Information

Authorized to work in the US for any employer