Johnnie Quezada

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Career Summary

I am a well-rounded Journeyman Electrician with a diverse array of skills from the technical to the mechanical giving me a unique blend of abilities. My experience includes work with Motor Control Centers, running Conduit/EMT, trouble-shooting motor controls and motors themselves, running wires and cable utilizing proper wiring methods, installing fixtures, lighting, and distribution panels, installing services, fire and burglar alarm systems, and using industry standard tools (i.e., lineman's pliers, hacksaw) and devices such as a multi-meter, megger, rotation tester and tone generator and probe. I am at home in all types of settings (industrial, commercial, or residential). I am well-versed in the NEC. In addition, I possess excellent customer/client relations skills that allow for easy and effective interaction with people from diverse backgrounds. Working alone or as part of a team presents no problem for me; I can perform well in either case.

Skills

Test/Diagnostic Equipment: Packet Sniffer, TDR (Time Domain Reflectometer), Cable Scanners and Testers, Wireshark, Fluke Multi-Meters, Megger, Rotation Meter, gas detector, ambient temperature thermometer.

Other: Light plumbing and carpentry, painting and plastering, floor and wall cleaning, soldering, lock repair and maintenance, electrical installation, repair and maintenance, small and medium size appliance repair, safety trained.

Certifications

Cisco Certified Network Administrator (CCNA), Comptia Network+, Comptia A+, Journeyman Electrician; Certificate of Fitness F-01 (Fireguard)

Education

- NYC College of Technology (2021) – Skills Training for Building Supers (Part C – Supervision)
- NYC College of Technology (2019) – Skills Training for Building Supers (Part A & B - Maintenance and Operations)
- NYC College of Technology (2019) – Maintenance & Operation of #2 Fuel Oil Gun Type Burners and Boilers
- Brooklyn College (2004) - B. A. History and Philosophy
- The Career Center Inc. (1999) - Certificate in Windows NT 4.0 Administration and Architecture
- Completed Local 363 IBEW (1989) - Electrician Apprentice program
- George Westinghouse V. T. H. S. (1984) - Certificate in Electrical Installation
- Bilingual – English and Spanish

Professional Experience

Hostos Community College (CUNY)   **July 2021 – Present**
Maintenance Worker

- Hostos Community College is located in the South Bronx and is part of the City University New York system; the nation's leading urban public university serving more than 500,000 students at 25 colleges.
- Performed routine maintenance , operation and repair of campus buildings and the equipment therein.
- Performed preventative maintenance on boilers, chillers , HVAC equipment, air handlers which included everything from changing filters, drive belts to clearing out tubes on both chillers and boilers.
- Conducted visual inspections of building equipment and surrounding conditions to assess and check for defects, malfunctioning equipment/devices as well as hazardous conditions.
- Replaced, broken windows, sashes and door glass as well as making repairs to masonry, woodwork, flooring and walls.
- Maintained and repaired building electrical, plumbing, HVAC and other miscellaneous systems

- Completed assigned work orders, prepared reports, kept inventory and operated motor vehicles as part of assigned duties.

Base 10 Technology Solutions   **November 2017 – June 2021**
Technology Professional

- Base 10 Technology Solutions is a small technology solutions company providing its clients with implementation, service and support for all types of technologies with a focus on SOHO.
- Setup and deploy Printers and Multi-Function devices.
- Laptop and desktop upgrades and repair (Motherboards, HDD, memory, graphic cards . . . etc.)
- Install and configure SOHO Networks. Primarily Ubiquiti Networks Routers (Edge Router PoE) and APs (UAP AC-PRO).
- General desktop support of Windows 10/Mac OS X desktops and laptops (Outlook, Google Backup and Sync, Chrome, Firefox, OneDrive. Windows Explorer, OS X Finder . . . etc.).
- Support iOS and Android devices (Tablets, Cell phones).
- Run/Install interior phone lines. Cell phone/Tablet repair (replace screens and batteries).
- Audio CD and Vinyl digitization with iTunes library building/development.
- Joomla and WordPress web design/building

FJC Security   **September 2015 – October 2017**
IT Specialist

- Since 1988, FJC Security Services Inc. (FJC) has partnered with private and public sector clients to design and manage innovative security solutions focused on protection and prevention.
- Work with Users, Computers, Print Devices and Group Policy within Windows Server 2012 R2
- Setup and deploy MS Surface Tablets, Windows Laptops and Desktops.
- Setup and Deploy Printers, Scanners and Multi-function devices.
- Manage/Administer Google environment.
- Manage iPhone/Android phones through Manage Engine Mobile Device Management system
- Respond to User requests via "Manage Engine Service Desk Plus On-Demand" Helpdesk system
- Manage Sonic Wall Firewall
- Manage Avaya IP Office R5 phone system.

mindSHIFT IT (A Ricoh Company)   **June 2014 – August 2015**
Field Service Engineer

- mindSHIFT IT is one of the largest IT outsourcing and cloud services providers, serving small and mid-size businesses for over 15 years.
- Image (using Acronis imaging software), customize and deploy laptops and desktops in an educational setting.
- Install and perform light configuration of Cisco switches, APs and, occasionally, routers.
- Work with Users, Computers, Print Devices and Group Policy within Windows Server 2012 R2
- Setup and deploy Chromebooks.
- Track and enter new devices and timesheets for the project using Microsoft CRM.
- Provide end-user support.

Assa Abloy Hospitality   **August 2012 – May 2014**
Field Network Engineer

- Assa Abloy Hospitality is an industry leader in providing locking solutions and energy management systems to hotels, motels, dorms, and short/long term residences.
- Conducted site surveys and designed wireless network infrastructure based on location specific requirements to get the most stable and functional network.
- Installed, configured, and maintained (802.11 & 802.15.4) wireless gateways.
- Installed, configured, and maintained wireless devices which communicated with server via wireless gateways.

- Installed, configured, and maintained Cisco Catalyst switches (2960/3650) which involved initial configuration (VTY, Console and login settings/parameters) and VLAN creation/management.
- Installed, configured, and maintained servers running on a windows platform. This included, but was not limited to, creating/working with User Groups, OUs, DHCP, DNS, Group Policy and SCCM for deployment and management.
- Installed, configured, and maintained workstations utilizing, as necessary, SCCM for deployment and management.
- Provided training and orientation to all users and stakeholders on daily use of the system as well as administration.
- Managed projects to completion which included managing the activities of vendors and contractors, supervising workers directly, writing daily reports to all stakeholders, coordinating various aspects of the project having to do with respective departments (such as Engineering, Management and Front Desk) at the customer/client site and formally handing the completed project over to the customer.
- Provided telephone and remote support to clients/customers as required.

Canton-Potsdam Hospital   **November 2010 - July 2012**
Telecom Specialist

- CPH is one of the largest health care institutions in St. Lawrence County serving Upstate NY.
- Served as administrator for the hospital PBX (Mitel SX2000). This included trouble-shooting problems with PBX T1 PRI, doing Move, Add or Changes (involving cross-connects at the MDF), troubleshooting problem with circuits (i.e., "toning out" wires, finding short/open circuits) and performing overall administration of the system both on-site and remotely.
- Served as acting administrator for CUCM (Cisco Unified Communications Manager). This included Setup of VOIP Phones (Move, Add, Change), setting up users, resetting user passwords and voice-mail boxes.
- Configured switch ports (mostly Cisco Catalyst 2960/3650) for proper VLANs (both Voice and Data) while making sure routing worked as intended.
- Maintained and trouble-shot in-house security CCTV system including IP cameras.
- Also worked as part of a team at a moderately busy helpdesk answering user calls, creating and closing work tickets (with Numara Track-it), doing software installations setting up user accounts, tweaking Group Policy, imaging and installing PCs and configuring new servers.
- Setup configured and maintained WYSE thin clients running Citrix over Windows.
- Participated in the 24/7 on-call rotation.
- Participated in in tech rotation every month for backup of Meditech server utilizing Dell tape backup system.
- Acquired full understanding of HIPAA standards.

NYC Department of Education   **April 2005 - October 2010**
IT Specialist

- The Department of Education operates the public schools in New York City and is the largest school system in the United States.
- As the sole technician at the school (NYC Lab School), I was responsible for ordering equipment (laptops, PCs, Macs, Tablets . . . etc.) and software, keeping inventory and rolling it all out.
- Installed and configured domain controllers (PDC/BDC) administered domain (Users, User Groups, OUs, Group Policy, printers . . . etc.).
- Installed and configured Mac OS X XSERVER (G5) which involved integration with Active Directory via LDAP
- Setup and serviced network printers (primarily Lexmark but some HP) and other peripherals such scanners, faxes and Smart Boards.
- Served as the helpdesk resolving user problems and answering questions.
- Acted as the liaison between the school and vendors as well as the DOE's Project Connect MIS department.
- Addressed A/V equipment (setup/breakdown) requests which included setting up PA systems, Polycoms, TVs, Projectors, Speakers, Amplifiers, Microphones (Shure), Sound Mixing equipment and computers with software such as Avid, Final Cut Pro and Reason.
- Kept the internal telecom (PBX) system up to date.
- Built two computer labs from scratch: managing the entire project. This included ordering all equipment and parts, installing electrical and data wiring (including patch panel), configuring trunk(s), STP and VLANS on Network switches (Cisco Catalyst 2950) and setting up all the machines. All told, 2 Smart Boards and accompanying projectors, 2 PCs and over 80 Macs, which were boot-camped (allowing booting

to Windows XP or Mac OS X), were, setup, configured on the network and integrated, on both the Windows and Mac sides, with Active Directory.
- Provided training, guidance and orientation to Teachers, Staff and Students on all aspects of technology.

NYC Health and Hospitals Corp. (Coler/Goldwater Hospital)   **April 1999 - March 2005**
Electrician

- The New York City Health and Hospitals (HHC) runs the public hospitals and clinics in New York City and is the largest municipal healthcare system in the United States.
- Installed distribution panels, switches, risers, and branch circuits including electrical devices.
- Ran EMT and galvanized pipe (from ¾" up to 3½") utilizing, as necessary, a hydraulic bender.
- Pulled wires from #14 through 500 MCM using powered wire puller as required.
- Ran or pulled lines for the fire alarm system.
- Ran or pulled Cat5e cables for voice/data.
- Ran or pulled RG6 and RG59U cables for Cable TV and internal Security CCTV system.
- Performed maintenance work involving the replacement of wiring devices (such as duplex receptacles), changing fluorescent ballasts, and installing Wiremold for light lighting and power.

NYC Department of Environmental Protection   **September 1990 - March 1999**
Electrician Helper

- The New York City Department of Environmental Protection (NYCDEP) manages the city's water supply and is also responsible for managing the city's combined sewer system.
- Mostly industrial type work running pipe and an occasional riser.
- Assisting mechanic troubleshooting Motor Control Center problems (involving motor starters, start, stop and reverse switches, float switches and solid state as well as electro-magnetic controls)
- Used testing equipment such as VOMs, Voltage Testers, Meggers, Circuit Tracers and Glow Sticks while troubleshooting.
- Put pumps in and out of service and performed preventive maintenance on equipment (i.e., adjusting brushes, cleaning, or replacing worn contacts or cube relays) and checking equipment such as generators and different types of motors for optimal efficiency.
- Voltages ranged from the low end (24V) to the high end (4160V).
- Ensured proper lock-out procedures were followed, that we had the right tools for the job and made sure the work area remained clear, clean, and safe.

Brooklyn and Queens Electric   **September 1984 - August 1990**
Electrician

- Brooklyn-Queens Electric is a small Electrical contracting company based in Brooklyn.
- Worked in all three types of settings (industrial, commercial, and residential).
- Learned how to read blueprints, layout and estimate jobs.
- Ran EMT and galvanized pipe (3/4" to 21/2").
- Installed Services, switches, distribution and lighting panels, power, and lighting contactors.
- Wired (using appropriate wiring methods per NEC) boilers, intercoms, bell systems, burglar alarms, walk-in freezers, store fronts, and branch circuits.
- Worked on several "adequate wiring" jobs refurbishing City buildings. This involved both "new" and "old" work on Services, Risers, Branch Circuits, and devices.
- Installed and trouble-shot start/stop/reverse switches for sliding gates and conveyers as well as installing and trouble-shooting HVAC controls.
- Made sure truck was adequately supplied every morning before heading out thus requiring extensive part recognition and taking stock of inventory.
- Performed light carpentry and basic plumbing (when dealing with under-sink electric garbage disposal units and commercial washing/cleaning equipment) in the process of doing work.