

Rex Caisse Heck

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| Summary |

IT Specialist with over 5 years of experience delivering outstanding support and systems administration across private and public sectors. Known for a rare combination of technical expertise, reliability, proactive thinking, and top-tier customer service. Proven ability to manage Microsoft Intune, Cisco Webex Calling, and Microsoft 365 security. Trusted by leadership for clear documentation, quick learning, and a consistently solutions-focused approach.

| Core Competencies |

IT Support & Troubleshooting | Microsoft Intune & Endpoint Security | Cisco Webex & CUCM | Active Directory & O365 | Firewalls (Palo Alto, SonicWall) | Backup & Recovery | Technical Documentation | Imaging & Deployment | Cybersecurity Awareness | AV & Telecom Setup

| Work Experience |

Systems Administrator - Acorn Tech Services @ City of Rancho Palos Verdes
August 2023 - Present

- Provide Tier II+ support for 100+ users and manage 170+ Windows and mobile endpoints using Intune.
- Administer Microsoft Defender and enforce compliance/security policies.
- Oversee Microsoft 365 administration, including MFA and threat response.
- Manage the full lifecycle of Cisco Webex Calling; configure endpoints and troubleshoot VoIP issues.
- Trusted by city leadership for initiative, technical depth, and reliability.
- Train staff with patience and clarity; known for outstanding customer service.
- Author SOPs and facilitate policy discussions with IT teams and departments.
- Maintain backup and recovery operations using Nutanix and Veeam; manage tape rotations.
- Update firewall rules using Palo Alto for secure and efficient internet access.

Operations Coordinator - Applied Building Science Inc.
February 2022 - November 2022

- Optimized Airtable project tracking; streamlined logistics and inventory.
- Increased organic search traffic 15% through SEO improvements.
- Boosted leads by 50% using strategic email marketing and landing pages.

Technical Support Tier II - Sonic.com
November 2018 - July 2021

- Resolved 2,474 tickets and 11,115 support calls with empathy and accuracy.
- Identified and mitigated phishing/spam threats; educated users.
- Supported cross-departmental inquiries: billing, sales, and tech.

| Education |

Santa Rosa Junior College
Graduated 2015

A.S. in Natural Sciences | A.A. in Psychology | A.A. in Humanities | A.A. in Art