

Alfredo Granado

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Summary:

Seeking an opportunity in Software Engineering within a progressive organization that will allow me to utilize my talents and reach my true potential. Fluent in English and Spanish.

Computer skills:

- Desktop Support.
- Entry level on C#, .NET, HTML, CSS3, JavaScript, PHP, MySQL and SQL. (**School experience**)
- Software/Hardware Installation/Patching/Upgrades (OS, Network, Server, Storage, PC, Business Applications).
- Microsoft Visio (High level)
- Microsoft Project
- WAN/LAN Firewall Configuration/Troubleshooting
- Active Directory Users and Groups Configuration.
- AD DS Configuration
- DCPromo Process
- DNS Configuration
- DHCP Configuration
- Active Directory Sites Configuration
- Active Directory
- Organizational Unit and Group Policy Configuration.
- Active Directory Certificate Services (Enterprise CA Hierarchy).
- Windows Server Backup.

Software

- Database: Microsoft SQL Server and Microsoft Access, MySQL Workbench
- SDKs: Microsoft Visual Studio, Eclipse ADT for Android, Eclipse Java, Papyrus.
- Microsoft Visio (really good experience in database design and ERD)
- Microsoft Project work experience about 6 month
- Platforms: Microsoft Windows® XP, Microsoft Windows 7, Windows 8, Windows Server 2008
- Microsoft windows Server 2008 R2
- Microsoft windows Server 2012

Experience:

Desktop Support Specialist III

01/2016 to present

CompuCom

- Active directory in server 2012, user account management
- Microsoft Exchange troubleshooting and outlook 2010 and 2013 support
- Working with organizations groups, Password resets.
- Network printer and desktop support
- Service now ticketing management software
- Customer services

Help Desk Specialist

08/2015 to 12/2015

Seven Counties

- Creating logins and organizing Objects groups in AD for Windows server 2012
- Security patches for Windows server 2012
- Microsoft Exchange troubleshooting and outlook 2010 and 2013 support
- Network printer and desktop support
- VPN support, configuration and troubleshooting
- Application Support (Avatar)

Support Desk Specialist

02/2015 to 08/2015

Charter Business

- Provide Tier I contact and incident resolution to customers with hardware, software, and application problems.
- Provide prompt and reliable technical assistance to company employee's desktops, laptops, printers, and other miscellaneous peripheral devices.
- Attempt to resolve as many incidents during the first call or at Tier I.
- Document incident status in incident database tools.
- Provide polite and friendly customer service.
- Contribute to the integrity of the operating systems.
- Plan for and respond to service outages and other related issues.
- Develop operating scripts as needed to support activities.
- Participate in organizations change management process.
- Analyze and resolve network hardware and software problems.
- Competencies/Experience

Computer Repair

10/2013 to 03/2015

Geek Squad City

- Primary responsibilities include to Repair hardware and Software issues from laptops and tablets
- Management data from the SQL database using Microsoft SQL, Excel and Access

- Data backup and recovery from personal computers.
- Help Desk and Customer Services.
- Technological Advisor

Trump bend machine operator

01/2012 to 10/2013

Jungle Jims

- Trump bend machine operator
- Problem-solved hardware issues with fault-tolerant hard drives.

Education:

Sullivan University

01/2012 to present

Louisville, KY

- Bachelor Degree in Information System and Technologies
- Associated Degree of Science in Computer Information Systems
- CompTIA A+, N+ and Security+ Certifications.
- Completion of Microsoft Server Administration Certificate Program