RW

RANDY WHITE

Salem, OR

willamettecomputerguy@gmail.com

503.881.5212

WORK EXPERIENCE

IT Consultant/Desktop Engineer

Launch Consulting Group - Bellevue, WA
October 2019 to February 2020

• Short Term project to upgrade 50+ workstations and laptops from Win7 to Win10, imaged new computers, installed required applications, set workstation hardening process and deployed to users Company wide.
• Created Windows 10 standard company "gold image" using Microsoft Deployment Tools and Smart Deploy. Deployed image locally and over the network to existing machines/new machines.
• Worked with CIO, IT manager and Security Officer to create and implement workstation hardening process for the new image and also for current Win10 systems that were already in the company's environment.
• Setup new hardware standards for workstations, laptops, monitors and other peripheral equipment. I worked with vendors to get the best pricing for these assets and also ordered the equipment needed.
• Implemented Lansweeper inventory asset management to track current software/hardware inventory and ran reports to show status for management.
• Worked in Service Now ticketing system to support users at remote sites and resolve various 3rd level issues.
• Created and maintained Active Directory/Exchange user and computer accounts with ADUC and BAS Exchange admin.
• Worked with Cisco Call Manager VOIP system to set new phones, troubleshoot existing issues and perform changes.
• Worked in VMware Vcenter to monitor virtual servers, implement patches, perform updates, expand storage and create new virtual machines for testing and production.
• Worked with vendor to purchase LogMeIn remote assist for corporate helpdesk staff to use for assisting users remotely to help resolve issues in a more timely and effective manner.
• Worked to get company software licensing in compliance, ran reports to see where problems were, reached out to vendors to purchase or upgrade software needed then implemented plans to complete the project.
• Maintained, deployed and configured Macintosh Apple iPads, iOS mobile devices and laptops in Active Directory environment.

Lead IT Support Technician

First Pacific Corporation - Salem, OR
May 2018 to October 2019

• Acting as the Lead IT Technician I manage the third level service desk and also lead a small team of field service technicians.
• Support Dental office IT operations for 300 plus facilities remotely and onsite.
• Setup, install and configure offices with Active Directory domains on Server 2016SE.

• Create and Maintain ADUC accounts for small and large office environments.
• Supervise contractors when they are onsite at client offices and give technical assistance when needed.
• Provide asset management for over twenty five hundred devices (servers, workstations, printers, MFP).
• Create documentation for Server and Workstation build process, software installs.
• Create and maintain O365 SharePoint sites for internal IT at First Pac.
• Ensure FPC supported technology (PCs, servers, etc.) located at client sites throughout the U.S. is operating within service level agreements.
• Respond to client technology issues with a sense of urgency and drive issues/problems to resolution. Actively work incident, problem, and change tickets to resolution.
• Ensure all work is captured and well documented in the FPC ticketing system.
• Collaborate and communicate with FPC clients, the FPC customer service representatives (CSRs), Practice advisors (PAs) in the field, and internal corporate staff.
• Collaborate with the larger Technology team (including software engineers and data center operations).
• Lead vendor management activities (including Dell, Soft choice, and regional managed services).

Desktop Support Technician/Temp Contractor

US Environmental Protection Agency - Corvallis, OR
December 2017 to April 2018

• Desktop Support for 150 onsite users at the United States Environmental Protection Agency Western Ecology Division Laboratory in Corvallis OR.
• Responded to and diagnosed problems through discussion with users. Ensured a timely process though initial contact to resolution. Included problem recognition, research, isolation, resolution, and follow-up steps.
• Responded to telephone calls, e-mails, and personnel request for technical support. Documented, tracked, and monitored the problems to ensure a timely resolution.
• Provided second-tier support to ensure users for either PC, server, or mainframe applications or hardware. Interacted with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem.

IT Consultant

Robert Half Technology - Portland, OR
July 2017 to October 2017

• Short term project to deploy Win10, MS Office 2013, perform ADUC cleanup, maintenance and management, resolve issues with Barracuda Backups and correct issues with Nimble NAS storage. I also completed the work outlined below during my time on this project.
• Zen desk helpdesk setup, administration, maintenance and management.
• Setup new POS and ERP Windows 2012R2 servers as virtual machines in VMware VCenter.
• Worked with outside vendors to correct security issues in Exchange and Barracuda backup systems.
• Upgraded workstations from XP/Win7 to Win10 deployment.
• Upgraded all workstations and laptops from MS Office 2007/2010 to MS Office 2013.
• Setup TeamViewer remote computer management and deployed the application via GPO to remote Workstations and Laptops Company wide.
• Worked with Mitel VOIP system to set new phones, troubleshoot existing issues and perform changes.
• Imaged new computers, installed required applications and deployed to Users Company wide.
• Created and maintained Active Directory/Exchange user and computer accounts with ADUC and Exchange admin.
• Worked in Zen desk ticketing system to support users at remote sites and resolve various issues.

Desktop Support Specialist

Food Services of America - Woodburn, OR
January 2016 to April 2017

• Received and resolved hardware/software support issues for the local Operating Unit.

• Created and maintained Active Directory/Exchange user and computer accounts with ADUMS.

• Resolved issues escalated from Software Support team.

• Installed and supported Microsoft Office 365 2013/2016.

• Supported and assisted server and networking groups.

• Provided backup support for Software Support Team.

• Received and resolved RF device and driver handheld support issues.

• Created computer images and deployed using SCCM/MDT2012.

• Worked with development team to identify bugs and find resolution.

• Created and maintained documentation used by Support team and Operations associates for troubleshooting the devices.

• Handled local hardware issues and incidents escalated from other groups.

• Solved external software issues that were escalated from other teams.

IT Support Specialist

Rise Services Inc - Salem, OR

November 2013 to September 2015

• Provided technical support to end-users, both on-site and remotely to group homes and major offices in Oregon, Utah and Arizona.

• Deployed, troubleshoot, and maintained desktops, laptops, cell phones and tablets.

• Maintained, deployed and configured Macintosh Apple iPads, iOS mobile devices and laptops in Active Directory environment.

• Troubleshoot network issues and maintain local office network room hardware (install/maintain network switches and servers at Salem office).

• Installed, configured and maintained wireless networks and access points in group homes and major offices.

• Installed, configured and maintained MS servers 2003-2012.

• Installed and supported operating systems Win/7/8/10 and Microsoft Office 2007-2013.

• Implemented and monitored HIPAA regulations and guidelines (HDD and email encryption).

• Purchased hardware/software from various vendors and input licensing information into IT Database.

Technical Support Analyst/Software Trainer

Open Dental Software - Salem, OR

December 2012 to November 2013

• Provided customer support for practice management software.

• Performed remote installation, upgrades and network configuration.

• Trained users to use software.

• Trouble shoot network and software issues remotely using go to assist.

• Identified potential bugs and report to development team to provide solutions.

• Assisted customers in defining query requirements.

• Configured servers for software environment.

• Performed backup and restore MySQL databases to new servers.

Technical Support Engineer - NBU Global

Symantec - Springfield, OR

April 2012 to December 2012

• Troubleshoot NetBackup 6.5.6 -7.5.0.3 Enterprise problems ranging from Hardware, Network, Operating System issues, tuning parameters and finding product defects.

• Created Virtual Machines as a learning and reproduction tool to use in troubleshooting various OS server environments.

• Used internal case management tools to accept and manage tasks addressing customer's issues related to Symantec enterprise products.

• Communicated with customers, other Symantec employees, and/or partners to define the issue and plan of action to resolve.

• Documented known issues, workarounds, and general information for KB.

Computer Lab Specialist

Linn-Benton Community College - Albany, OR
August 2011 to April 2012

• Maintained Communication Arts and East Linn Center computer labs network. Established group policies within the network and operating systems to define appropriate access for all users of the lab, and maintain security of file servers and personal computers.
** Administer and maintain Apple update server. Monitor the delivery and installation of new Mac operating system updates for all college Apple computers, and install and test new versions of update software as required.

• Added new users as needed, removed users and configured new groups to allow access to newly installed software in Active Directory.
• Provided lab supervision and answers computer and/or course assignment questions and assists students as needed. Operated lab environment for campus-wide and community use.
• Provided technical support/training for faculty and staff in startup, basic, and advanced use of standard software programs. Trained users in use of hardware, printers, and multimedia packages.

User Support Analyst

Oregon Department of Forestry - Salem, OR
April 2010 to June 2011

• Provided technical support by telephone and on-site to computer users statewide. Worked over the telephone and in person to resolve data communications issues including dial-in diagnosis.
• Resolved server to desktop connectivity issues. Diagnosed and corrected system failures in workstations, servers, gateways, Ethernet bridges, and communication links.
• Performed analysis on a regular basis on PC's to determine system performance levels.
• Maintained vendor contacts for hardware/software upgrades and information on better utilization of current hardware/ software.
• Created local machine accounts on Windows devices. Set permissions and access control on files and directories.
• Maintained user device security. Assisted with inventory control, software licensing and security
Audits.

IT Support Specialist

DBA Artex, Inc - Aurora, OR
June 2007 to March 2010

• Responsible for desktop maintenance, deployment, troubleshooting and problem resolution within the operation of a Windows 2003/2008 network using Active Directory.
• Resolved, analyzed and took corrective action via telephone, remote control/administration, and in-person visits to the user's location.
• Received, logged, prioritized, and resolved Help Desk requests.
• Resolved day-to-day end-user computing problems and requests.
• Performed PC hardware, operating system, and software installations.
• Set up and modified user accounts and profiles in Active Directory and Microsoft Exchange.
• Performed Microsoft SharePoint deployment, maintenance and administration.
• Performed regular system backups.
• Developed and maintained standard hardware and software images.

EDUCATION

Microcomputer Support Degree in Computer Science

Chemeketa Community College Salem - Salem, OR
June 2005

SKILLS

- • Active Directory
- • Desktop Support
- • MAC Server
- • MAC OS X
- • MAC iOS Mobile
- • Android Mobile
- • SCCM
- • Service Desk
- • Desktop Administration
- • System Administration
- • Server Management
- • Microsoft Office 365
- • Cisco Call Manager
- • Microsoft Deployment Tools Imaging
- • Windows 10 Configuration and Deployment
- • Zen Desk
- • Service Now
- • Supervising Experience
- • IT Team Lead
- • Dental IT
- • Manufacturing IT
- • SharePoint
- • Practice Management Software
- • Website Maintenance