

Jamal Pritchett

Desktop Support Technician

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Diligent experienced and knowledgeable information technology professional seeking to contribute training and acquired skills within a help desk support, or systems admin role.

Works well independently or in a group setting, while providing swift troubleshooting, training. As well as In-depth knowledge and understanding of numerous applications, equipment, operating systems, while quickly identifying and resolving technical issues, concerns, while maintaining excellent communication and presentation capabilities

Experience

2019-03 - 2020-07

Desktop Support Technician

Coblentz Patch Duffy & Bass LLP

- Provide technical support to all local & remote users (WFH users, other office location, trial teams).
- Answer role-related help desk phone calls, emails, walkups, and inputting direct contact tickets within Footprints for record.
- Works strategically with the team while giving input for high level projects.
- Accompanies trial team to setup war rooms (networking connection, individual stations (monitors, docking stations, keyboards, mice etc.) mass production printers), maintain IT related supplies as needed) in the respective city/state. Working directly with hotels networking point of contact, and production printers point of contact to accomplish setup before trial team arrives then of course providing on-site support the whole time during my stay, as well as accompany trial team to court working with point of to make sure break out room is fully accommodated (printer, networking etc.). Also, in court support for firm issued hardware, or in-house electronics.
- Being the lead for the firm's communication overview/issues, which entails working with our infrastructure point of contacts, phone provider & communication platform tact, as well as training for end users and team members.

List of Software/Platforms:

Citrix - Litera Change Pro - Litera Metadact - Netdocs - Compulaw - Contact Ease - Gillet Publishing GEMS - Adobe suite -Office 2016/2019 - Office 365 - Concordance - Concordance Image - Trial Director - WebEx Teams

Cisco WebEx Meetings - EMS - Footprints - Intapp Time - Case View Net - AirMedia - Lexis Nexis TextMap 9 - Lexis Nexis Case Map 14 - X1 Search - GoToMeeting - DTE Axiom - Sophos - Elite - Legal Key - Mimecast - BigHand - Equitrac - Acme Security - Prediscovery Law - SCCM - VMWARE - CCCMacros -Snag-IT - Workshare compare - ARCS - Best Authority - Doxsera - HOTDOCS - 7zip - Cisco Jabber - CUCM -Mimecast - Exchange 2016 - DocuSign - Box - Active Directory

Accomplishments:

- Participating in phone provider switch for over 220+ users, which includes 4 office locations.
- involved in a migration from Windows 7 to Windows 10/365.
- Taking lead on multiple projects, in which a major project being rollout of Cisco Jabber for users which entail training, troubleshooting with Cisco tact, and infrastructure point of contacts.

2014-11 - 2019-02

Support Specialist - Previous title : Facilities / IT Assistant

Cox Castle & Nicholson LLP

- Prioritize incoming support issues using ticketing system and manage tickets with frequent updates, as well as escalating aging tickets, and trends as required.

- Successfully handles Arrival/Departure request which entails creating, disabling, or modifying of an account (utilizing Active Directory, Exchange Console but not limited).
- Responsible for local printers/copiers/faxes network connectivity.
- Work closely with management regarding project management, the execution of deadlines, and informing them of any significant changes in performance for applications, network.
- Provides after hours and round-the-clock support for emergency trouble calls when needed.
- Provisioning of user's personal or firm issued devices with mailbox, or other key workflow applications.
- Maintains and adheres to current system security policy.
- Being the point of contact for Networking related issues/maintenance for the SF office, and assisting with Data Room tasks (UPS maintenance, patching cables, tracing Ports, testing Switches, maintenance windows etc.).
- Provides telephone and mobile phone support, including voicemail and account administration, deployment/replacement of equipment.
- Train and assist end users to effectively utilize the ticketing system.
- Make the necessary adjustments within AD & EC (creating/disabling of accounts, adding/removing of GPO's, editing of attributes, unlocking accounts, password reset, adjusting mailbox size, delegating access etc.) but not limited.
- Assists with desktop hardware relocation where required.
- Document all end-user requests, interactions, and resolution into the ticketing system.
- Handling A/V needs in conference rooms (laptop presentation, audio bridge dial-in, video conference, wireless screen share, multi-media devices etc.) for internal and external use.
- Ensures software and hardware standards are adhered to at all times based on guidance from Corporate.
- Contribute to the development of policies and procedures.
- Responsible for imaging workstations / laptops using the standard images.
- Keep track of IT resources (repair parts, mice, keyboards, monitors, ip phone, cabling, supplies, etc. for workstations, laptops and peripherals devices) and replenishing when needed.
- Dispose of old computer equipment utilizing approved recycling vendors.
- Assists with support of wireless access points, VPN connectivity, and mobile devices.

2013-12 - 2014-10

Site Supervisor

IST Management (Meckler Bulger & Tilson)

- Supervises day-to-day operations of 1-3 person site. But has run shifts or site solo.
- Develops, implements and reviews related procedures for better overall site function.
- Handling immediate/short-term production projects daily, while taking into account workload/stemming projects, before giving projected completion time.
- Satisfying all conference room A/V needs (projector setup for presentation, video conferencing, audio bridge dial-in).
- Working with the IT department troubleshooting computer related issues, which will also require coming in early and/or staying late occasionally.
- Providing quality work due to the sensitive nature of documents and projects that are required in a legal environment.
- Provides training on workflow and machine operations when necessary.
- Ensuring payroll accuracy by overseeing and correcting all time clock punches.
- Achieves shift profitability (cost of goods) by effectively supervising the labor, materials, and supplies.
- Operates shifts and maintains quality of work to comply with audits and deadlines.
- Facilitates resolution of issues concerning pricing, orders-in, and invoicing.
- Maintains positive internal working relationships with all department employees by communicating in a professional manner.
- Completes month-end management report.

2007-06 - 2013-11

Office Services Lead

DTI Global (Pillsbury Winthrop Shaw Pittman)

- Maintain the highest standard of discretion when handling confidential files with sensitive materials/information.
- Assists in the training of new and existing employees.

- Create or duplicate electronic media into new /or existing file types (I.E., CD / DVD, USB flash drive & external hard drive) e Filing, sorting, scanning, saving files and uploading them to the system network.
- Perform general office duties which including ordering/maintaining office supplies, data entry, processing mass mailings, internet research, compiling data for reports, maintain logs/calendar.
- Processes all incoming and outgoing mail and packages. This includes sorting, delivery, packaging, as well as shipping and receiving.
- Assist in the collection of data and is knowledgeable on the tools and methods used for the Monthly Management Report such as forms, logs, and site branding.
- Proactive in offering assistance to clients, attorneys, and staff by identifying issues, evaluating procedures, also offers expeditious remedies or solutions; that result in significantly improved, communication and quality of service.
- Works with a flexible schedule to cover time off requests for contracted customers' onsite staff, which may include managerial duties.
- Provides feedback and suggestions to management to improve existing processes and procedures including validation of current procedures and correct site documentation.
- Assists in copy/print production center and performs all functions required for the completion and delivery of all copy requests. May include the usage of all finishing equipment such as binding, folders, laminators, etc.

2005-06 - 2007-06

Legal Assistant

Law Offices of Emilio N. Francisco

- Follows up with clients regarding updates pertaining to their case, or when a settlement has occurred.
- Settles accounts with collection agencies, law firms for significantly reduced amounts.
- Prepare/Send out Answers for California as well as out of state
- Send out POA on behalf of clients to opposing counsel or collection agency, so that further contact with the client will cease.
- Developed new filing procedures to eliminate the filing backlog in ensuring easy access to critical files at all times.
- Prioritize and manage own workflow to ensure quality and efficiency; meet deadlines; be flexible in adjusting to changing work priorities

Skills

Application - Hardware - Platforms: Windows 7/10 - Mac OS X - Android - Zoom - BlueJeans - FilesAnywhere - Mimecast - DUO Mobile - Maas360 - Skype - Google Hangouts - DTE - GoToMeetings - GoToAssist - IQTrack - RingCentral:Soft App-Meetings-Glip - Citrix, iManage - Milan - Enterprise Vault

MS Office 13/16/19 - Office 365 - Adobe - McAfee - 7zip - Legal MacPac - Active Directory - Multiple Web browsers - Endpoint - Ninetimes - Putty - SCCM - CMRC Remote Tool - Nuance PDF - Event Viewer - Change Pro - Exchange Console

Barco Clickshare - VPN - Apple TV - Polycom & ShoreTel IP Phone - APC Smart-UPS - Crestron - Clearone - Cisco/Riverbed LAN Switches - KVM - Plantronics Wireless Headsets - iPads - iMacs - Tablets - Desktops - Laptops - Printers - Scanners - Projectors

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College of San Mateo - General Studies