HARIS NAVEED MALIK

2169 Canyon Creek Drive
Stockton, CA 95207
📱 (415) 370-2744
✉ malik.haris432@gmail.com

OBJECTIVE

Seeking a position to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

EXPERIENCE

Implementation Technician   May 2020 – Present
UC Davis Health

- Work closely with IT department teams and customers to deploy IT Window & Mac PC/laptops and other client devices.
- Imaging PC's/laptops for Win10 and making sure each machine is compatible for upgrade
- Troubleshoot collaboratively as customers integrate with our platform, guiding them through technical documentation and assessing root causes for errors
- Developing, documenting, and communicating project plans and requirements
- Making sure each machine is on right OU and right group policy on Active Directory
- Deployed local/network printers for users and making sure each machine is added on VPSX

IT Desktop Support Technician   September 2019 – May 2020
Sutter Health – Enterprise Deployment Services

- Diagnose, modify and install a range of computer software, hardware, and connectivity issues
- Run reports to determine malfunctions that continue to occur
- Create, respond to, escalate, and close tickets. Track all outstanding tickets, working with other desktop support staff, network engineers to ensure any problems are resolved in timely manner.
- Maintain the proper updates and OS patch configurations.
- Perform remote troubleshooting, setup printers and put PC's to right OU via Active Directory.
- Respond to queries either in person or over the phone
- Ensures proper configuration and performance of installed computer/mobile devices.

EDUCATION

San Joaquin Delta College   Stockton, CA

- Associate in Science, Computer Science   GPA 3.59

SKILLS

- Microsoft Office
- Customer Service
- Multi-lingual
- Cisco Packet Tracer
- Win7/10 Migration

- Python
- HTML
- Wireshark
- VMware
- CSS

- Oracle Database
- Imaging PC/Laptops
- SQL
- Active Directory
- VPSX

ACTIVITIES

Member, Computer Science Club, San Joaquin Delta College   Nov 2017 - Dec 2019

ACHIEVEMENTS

Cisco Networking Academy

- IT Essentials, Course Completion Certificate   May 20, 2019

San Joaquin Delta College

- President's Honor Roll   Fall 2018