Jacob Herzog

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Professional Summary

- Provide Excellent Customer Services
- Troubleshooting, repairing and building computers and networks.
- Setting up ESXi with VMware vSphere and VMware view admin to run for over 100 users through VMware Horizon or thin client's/zero client's with Unidesk VDI.
- Server Maintenance - Firmware upgrades, Hardware upgrades, software upgrades.
- Hardware SME for all equipment utilized.
- Adding users/computers to the domain with AD.
- Assisting users who are out in the field with Remote Software.
- Excellent written and oral communication skills
- Can communicate technical concepts clearly to customer's level of understanding.
- Excellent customer interaction and de-escalation skills.
- Very good organizational and multitasking skills.
- Ability to problem solve and resolve problems creatively.
- Review SOPs (standard operating procedures) and provide feedback and ideas.
- Ability to type 60 words per minute.

Technical Skills

- Windows XP, 7, 8, 10
- Microsoft Office 2007, 2010, 2012, 2013, 2016, O365
- ConnectWise
- Continuum
- Unidesk VDI
- VMware vSphere
- VMware Horizon Client
- VMware View Admin
- A+ Experience
- Mac OS Experience
- Linux Experience
- Networking technologies TCP/IP, DNS, Firewalls
- Internet connectivity using cable, DSL, satellite, dial-up
- Internet security in areas of virus and spyware
- Kodak and Fuji Digital lab software experience
- Fuji Dry & Wet Printers
- 2FA
- MDM Experience
- MESD Experience
- Windows Server 2003, 2008, 2008 R2, 2012
- Hardware Imaging and System configurations
- GoToAssist, Hamachi, LogMeIn, TeamViewer, RealVNC
- Desktop Virtualization
- Windows Administrative tools
- Unitrends Backup Replication
- System implementation
- Mobile Devices Android, IOS
- Server+ Experience
- Home networks (wire and wireless) using multiple network technologies such as switches, routers, printer, etc...
- Consumer/business peripherals – printers, scanners, fax, MP3 players, digital cameras,
- VPN, IPsec
- Sophos Encryption
- Sophos Anti-Virus
- Aruba Hardware
- Webroot Security
- Datto Backup
- Clever SSO
- UMRA

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Professional Experience

Netropole INC- December '19 - June '20 ~ 30+ Clients and 1000+ Users Supported

IT Managed Services
- Create and maintain comprehensive documentation as it relates to server and network topology, equipment, and configuration(s).
- Provide Level 2 and Level 3 Support for problems identified with customers systems and network. Will act as an escalation point for Level 1 and Level 2 Managed Services support technicians.
- Participate in after-hours upgrades, troubleshooting, and/or on-call availability as needed.
- Standard system administration duties including server install, System/Application install and patch management, Windows problem determination and resolution, log analysis, etc.
- Configure, test, and maintain LAN equipment and services, including switches, routers, firewalls and VPN.
- Identify, diagnose, and resolve network problems including network connectivity, traffic utilization, etc. using available network tools in a timely fashion.
- Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration
- Assist with monthly reports, and recommendations for Managed Services Clients
- Interface with third party vendors as liaison between client and vendor
- Utilize superior customer service skills
- Stay current with system information, changes, and updates for each client.

EmpRes Healthcare - Feb 1, 2018 - Feb 25, 2019 ~7000+ Users Supported

Senior IT Service Desk Analyst -Tier 2 – Hardware SME and
- Communicate with people outside IT, represent IT to users, management and other external sources.
- Escalate advanced, complex or otherwise unresolved calls to 3rd level support engineers
- Work closely with Tier 3 to resolve and implement fixes across the field.
- Review approval orders created by Tier 1 after approval has been acquired for the AFE (Authorization for Expenditure) process.
- Manage purchases of hardware and equipment for the whole company and IT department through approved company partners.
- Troubleshooting a variety of hardware issues
- Provide assistance to Tier 1 and Tier 3 when needed.
- Handle call and ticket escalations from Tier 1 when needed.
- Improve customer service, perception, and satisfaction.
- Overlook all equipment imaged, Configured, and deployed hardware and software to EmpRes Healthcare employees and its Care Center employees.
- Participate in projects as requested and take ownership of project segments as required.
- Work emergency on-call and manage escalations to the on-call Engineer.
- Provide guidance and assistance, and meet the development needs of individuals (including own needs) on the Service Desk
- Performs other related duties as required.

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EmpRes Healthcare – Nov 23, 2016- Feb 1, 2018 ~7000+ Users Supported

IT Service Desk Analyst – Tier 1

- Perform administrative duties as they relate directly to the customer needs for adds, moves, and changes to user accounts
- Provide first-tier administration, hands-on and remote support for desktops, laptops, printers, scanners, mobile computing devices, time clocks, all other peripheral devices, Windows, MS Office, and other core applications
- Follow customer service guidelines for superior quality service.
- Perform limited server administration duties as they relate directly to the client's needs.
- Receive inbound calls from fellow employees and create a ticket based on their issue.
- Ensure the employee is notified about current status and status changes of their ticket.
- Troubleshoot and resolve incidents within a reasonable amount of time.
- Coordinate with third party resources regarding incident resolution.
- Escalate Tasks and Incidents that cannot be resolved in a reasonable amount of time by the Service Desk Analyst to support resources, and coordinate the response of these resources.
- Coordinate with the rest of the Service Desk in the identification of Major Incidents.
- Consult with Service Desk Manager or Lead Service Desk Analyst to escalate major Incidents.
- Prepare, order, and build approved equipment Requests.
- Identify problems that need to be escalated.
- Contribute to the resolution of problems where appropriate.
- Provide user support for laptops and desktops used for business and healthcare applications.
- Augment first line support for Rehab Optima, HealthMEDX Vision, MS Outlook 2010,2013,2016, MS Office 2010,2013,2016, MS Windows 7, 10, and Citrix.
- Setup, troubleshoot and support user accounts in Active Directory and healthcare applications.

Retail Imaging – Nov 10, 2015- Aug 11, 2016 ~30000+ Users Supported

Lead Technical Support Specialist.

- Primarily supported photo department equipment for several national chains. This consisted of remote and phone-based troubleshooting of a variety of printers and computers
- Accurately answer any questions regarding account support from agents
- Maintain an accurate record of attendance
- Monitor Breaks and Lunches
- Monitor call queue and assign call backs to agents when volume is low
- Adjust agent staffing based on call volume and monthly goals for call metrics
- Maintain a complete understanding of account escalations, current and ongoing issues,
- Help agents locate information in a constructive manner.
- Anticipate work and be proactive in requesting additional work when normal job duties are completed
- Assist in Quality Assurance procedures including call monitoring and ticket review
- Assist in coaching and/or corrective action for agents
- Collaborate with Managers, agents, and other Team Leads to perform account specific duties.
- Additional roles ranged from pharmacy to hearing aid support when coverage was needed.

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Retail Imaging – Nov 17, 2014 - Nov 2015 ~30000+ Users Supported

Technical Support Specialist.

- Gain thorough understanding of supported accounts.
- Prioritize the support of incoming and outbound calls
- Follow TCC procedure for handling of incoming support calls
- Document every customer interaction & perform data entry into form fields according to training, documentation, and best practices
- Answer the phone with a positive attitude, while demonstrating account-specific knowledge
- Provide superior customer service by identifying with the customer, understanding their needs, and going above and beyond to fulfill their requests
- Maintain a high level of professionalism in all correspondence with clients, vendors, and other RIMG employees
- Take ownership of issues, collaborate with team when needed
- Troubleshoot issues as thoroughly as possible using available resources
- Demonstrate a sense of urgency for supervisor assigned tasks
- Demonstrate a willingness and aptitude to learn new procedures, products, and accounts while also taking on special projects as assigned
- Maintain a complete understanding of any hardware, websites, and software RIMG supports or uses to support the customer
- Anticipate work and be proactive in requesting additional work when normal job duties are completed
- Meet or exceed posted departmental standards for call statistics

Avanti Markets – March 11, 2014-October 29, 2014 1000+ Users supported

IT/ Technical Support Specialist.

- Gain thorough understanding of the Avanti operating system
- Provide technical and product support via phone, web-based applications, and email
- Troubleshooting and assessing software and hardware problems
- Investigate and analyze issues and provide timely resolution
- Utilize issue tracking software to record all cases
- After hour 24/7 on call service
- Unattended installation Win 8.1 Avanti market application
- Help customer with remote troubleshooting with the following programs LogMeIn, Hamachi and TeamViewer

Support.com – August 26, 2013-December 30, 2013 ~All comcast Users supported

Solutions Engineer/ Personal Technology Expert

- Answer calls and greet customer or partner sales representative
- Review ticket in customer service tracking application
- Determine scope of issue
- Confirm customer agreement to pricing and conditions of service
- Manage credit card processing
- Handle requests for refunds per company policies
- Follow through on warranty requests or open issues
- Encourage completion of customer survey
- Close the incident within recommended service times
- Properly document all support calls
- Adhere to quality standards set by company
- Provide feedback on tool, process, and business improvements

- Represent company in a professional and ethical manner

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Tapani Inc. – May, 1 2013-July, 29 2013 ~500+ Users Supported

IT Help Desk

- Perform timely workstation hardware and software upgrades as required
- Monitor and respond quickly and effectively to requests received through the IT help desk
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Document internal procedures
- Ensure each work station has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Manage PC setup and deployment for new employees using standard hardware, images and Software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

Work History

- November'16-Febuary'19   EmpRes Healthcare
- November'14-August'16   Retail Imaging
- March'14-October'14   Avanti Markets
- August'13-December`13   Support.com
- May'13-July'13   Tapani Underground
- August'12-May'13   FedEx Freight
- January'08-May'10   Repair Tech Wacom Technologies
- June'07-August'07   Knockout/Waterblast Precision Castparts
- 2006-2007   Office Assistant-Volunteer Children's Home Society
- 2002-2006   Computer Technician (training)Battle Ground High School

Education

- Battle Ground High School Graduate 2006
- Enrolled Clark College Cisco Network administrator program   2010-2012

Awards

Presented a plaque and certificate upon graduating for Excellence in Achievements for Computer Technologies