Paul Cruz

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Dedicated professional committed to providing support to on-site and remote users. Skilled problem-solver with ability to communicate with users at all levels of technical proficiency. Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network and peripheral problems.

Highlights

- Active Directory
- RSA SecureID
- Global Protect (VPN)
- MS Office
- Trend Micro Endpoint Encryption
- Mosaic PBX
- Imaging & Deployment

- Jira Ticketing system
- Remote and onsite support
- Hardware Inventory
- IBM BigFix Endpoint Protection
- Windows Client Configuring
- Testing, Patching, and Support
- Wifi Management

Professional Experience

FolioDynamix / Envestnet
Desktop Support   **2015 – Present**

Support a large user facility in multiple locations as a service point-of-contact on all aspects of desktop support.

- Provided computer help desk support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills
- Prioritized and escalate issues where required
- Installed operating systems, software, antivirus and patches, and peripherals for users to ensure optimal performance
- Provided technical training on hardware/software for new and existing users
- Created help desk documentation with step by step instructions on problem solving techniques
- Resolved technical problems with Local Area Network (LAN), Wide Area Network (WAN) and other systems

Dignity Health
Windows 7 Technician   **2014-2015**

Assigned to Windows 7 Upgrade, Migration
- Assisted in completing pre-project checklists to gather customer/project information needed before going onsite.
- Worked within the framework of each client effectively to install the solution in their environment.
- Troubleshoot issues onsite as needed.
- Verified network connectivity from server to devices/client machine(s).
- Configured client machine(s) with default views.
- Maintained documentation database for each customer.
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Deployment Technician   **2014**

Assigned to deploy new PC upgrades to clients
- Replaced obsolete or End-of-Lease PC's meeting all customer's expectations and guidelines.
- Imaged and configured PC's on new installs and peripherals ensuring positive customer feedback.
- Erased hard drives of PC's with expired leases to ensure all security measures were met.
- Disassembled PC's for recycling when required, reducing overhead waste and spending.

OfficeMax
Sales Specialist   **2013-2014**

Greet customers, attended to customer needs and placed special orders.
- Described merchandise and explain use, operation, and care of merchandise.
- Recommended, selected, located and obtain merchandise based on customer needs.
- Compute sales prices, total purchases; received and processed cash and credit payments.
- Demonstrated use and operation of merchandise and answered questions.
- Maintained knowledge of current sales, sales promotions, and payment and exchanges policies.

Education

Sacramento City College, Sacramento, CA

Computer Science Major

UC Davis Coding Bootcamp

Full Stack Development