

25038 Eshelman Ave. Lomita, CA

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Skills:

- Twenty one years' experience in providing in-depth IT infrastructure support and administration.
- Possess a unique combination of experience in Desktop, VD, tablets, Microsoft Windows 7 and above, SMS, SCCM, Active Directory, Apple iOS, RAS , video conferencing, MS office 365, printers and Cisco Telepresence.
- Ability to lead teams, implements change, exceeds targets and drive organizational results.
- Work closely and effectively with users and management.
- Positive and proactive attitude with customer's best interest in mind.

Work Experience:

10/2019 – Present

ALCON Laboratories Irvine, CA USA Consultant-Desktop Support Field Technician

- Communicate and interact with end users and internal staff to resolve IT related issues.
- Interacts with a diverse internal and external customers and required to interpret and communicate complex
- Observe, monitor, and participate in the maintenance of all computer hardware, software, network and telecommunications.
- Review requirements of projects to determine objectives of the program, concepts, and processes required. Organize work processes and solutions to problems making adjustments as needed for a project/program.
- Provide operational and technical support; initiates problem resolution procedures as necessary.
- Responsible for the configuration of new equipment and installation or upgrade of both hardware system and application software.
- Support the users of the system, creating and deleting users as appropriate, providing access rights to applications, files, and system devices.

10/2000 – 06/2018

AT&T Schaumburg, IL USA Sr. Desktop Engineer

- Provide end-user desktop, network and application support.
- Provide support in Microsoft technology, including, but not limited to: Windows Server and client OS, Active Directory, Email (Outlook, Exchange and OWA) DNS, DHCP, Microsoft Office 365 and Anti-Virus.
- SME in building and maintain workstation, software, printers, collaboration tools and network interfaces. Create documentations for inventory and installation planning.
- Lead employees and coordinate resolution of problems related to IT related projects.
- Experience in RSA (Remote Secure Access) server administration.
- SME in UAT (User acceptance testing) of hardware and software updates and installation.
- Provide capacity planning, system tuning, analysis and hardware/software upgrades.
- SME in video conferencing support (Skype, Cisco Telepresence, WebEx, Polycom, etc.)
- Develop administrative policies, documentation and procedures to ensure that company assets are properly maintained and operated.
- Knowledge in HVD (Host Virtual Desktop) and VDI (Virtual Desktop Infrastructure).
- Provide VPN remote software and RDP setup and configuration.
- SME in troubleshooting hardware issues, replacing, disassembling and assembling hardware including computers, laptops, and printers.
- Lead meetings with clients and OU teams to establish critical dates, requirements, provide training and develop guidelines.
- Basic understanding of PowerShell, VBScript or other scripting languages.

Education:

Oakton Community College: Liberal Arts

Harper College: CCNA & CCNP Certificate

Triton College: Graphic Arts Certificate

Certification: MCP (Microsoft Certified Professional)
