

1009 N.Jones Blvd  
Apt. 102  
Las Vegas, NV,  
89108  
Phone:630-297-2354  
Fransuaredley0304@gmail.com



## Fransua Redley

### SUMMARY OF QUALIFICATIONS

---

#### *Functional Area of Expertise*

- Advanced Desktop Support
- Microsoft Active Directory Administration
- Independent Project Management
- On-site consulting
- Server configuration and management
- Hardware and software integration

#### EDUCATION

---

Computer Systems Institute Chicago, Illinois

May 2013 *Networking Career Program*

- Computer Networking. Classes built around the functionality of computers and operational systems.
- GPA: 4.0

#### SKILLS

---

- Network connectivity troubleshooting.
- Hardware & Software Issue Resolution
- Application Support
- Soft skills with end users to understand their issues to resolve all issues
- Leadership and company based plan implementation ability

#### LICENSES

---

*CompTIA A+ Certified*

Microsoft Certified Solutions Associate (MCSA)

*Microsoft Certified IT Professional (MCITP)*

Microsoft Certified Technology Specialist (MCTS)

Microsoft Networking Fundamental Certification

## EMPLOYMENT EXPERIENCE

---

*Transdev, Lombard, IL*

**2016-2021**

*Corporate IT*

*Administrator*

- *Served as part of the leadership group of IT technicians for Transdev*
- *Set up hardware infrastructure for various company start ups*
- *Supported Office 365, Windows 7 and 10*
- *Supported an environment with over 11,000 employees Nation wide*
- *Supported and Managed All IT needs for the companies entire west coast region*
- *Trained other Technicians as well as users as needed on both Software and Hardware issues*
- *Audio and Video Conferencing Technology Support*
- *Network Infrastructure support*

*Apex , Chicago, IL*

**2013 -2016**

*Desktop Support Technician/Advanced Integration Specialist*

- *Responsible for Technical support for numerous corporate clients that trust insight with their Information Technology needs*
- *Managed high volume deployments of Windows 7 and 8 through SCCM*
- *Performed Highly detailed configuration and support for IBM servers, HP Pro server models, and chassis*
- *Worked with virtualization of servers to deploy images and applications to multiple units*
- *Set up Cisco Routers and switches for numerous corporate clients*

*Zones (CRT Staffing), Carol Stream, IL*

**2013**

*Desktop Support Technician*

- *Performed configuration of various devices such as iPods, iPads, MAC minis, Linux servers, and Lenovo desktops & laptops.*
- *Used programs such as Ghost and SCCM to image and migrate Images*

*Robert Half Technology, Chicago, IL*

**2013**

*Desktop Support Technician*

- *Prior clients: Faegre Baker Daniels LLP, CCC Technologies, Heitman, Legacy Marketing Partners*
- *Supported core corporate applications and hardware for office employees*
- *Provided in-depth reports on software and hardware problems as well as installed properties.*
- *Provided high quality problem resolution to employees regarding software as well as Network connectivity issues.*
- *Independently Provided support for both hardware and Software issues*

***Insight Global, Chicago, IL***

**2013**

***Desktop Support Technician/Deployment Specialist***

- ***Performed Windows migration from Windows XP to Windows 7 in a corporate setting***
- ***Migrated and restored outlook profiles and data for the entire Unilever corporate office***
- ***Installed and maintained various programs such as Citrix, Nielsen, and Oracle client***
- ***Provided outlook and Microsoft Office support to corporate office employees***