

Technology **should** in theory be fun.

We spend at least 8+ hours using it a day when it comes to our work machine and extraneous peripherals. I can distill the complication we can feel when working with machines into easy to understand non-technical advice and suggestions that allow you to have a better day to day relationship with Technology and see it as purposeful.

Securitycentric Sr. Tech with superior problem-solving and critical thinking skills, as well as meticulous attention to detail and methodical nature. Skilled @ Onboarding* Active Directory* Office365*SCCM*G-Suite*Networks* and Galaga.

Work History

2004-08 -

2013-10

Desktop Support Specialist

Peet's Coffee and Tea, Emeryville, CA

- Upgrade/Troubleshoot applications both onsite and remote Create/Maintain Active Directory Accounts.
- Designed Windows 7 image for 300 desktops and laptops. Using Ghost imaging pushed to those machines.
- Supported remote stores with POS, hardware and software issues.
- Troubleshot and resolved remote Meraki router issues to full resolution.

2014-01 -

2017-09

Technical Support Engineer

SolarCity/Tesla, San Mateo, CA

- Provide level 1-2 technical support in analyzing, diagnosing, replicating and troubleshooting Mac/PC shop + Manage assigned support incidents and maintain up-to-date status in Freshdesk Ticketing Systems.
- Image and configure new PC equipment for deployment (MS MDT, SCCM) Administer accounts in Mitel PBX, Active Directory, Exchange Server, and Salesforce.
- Documented new processes and authored FAQ's, Wrote Powershell scripts for group policies and outlook features such as uniform signatures.
- Patched software and installed new versions to eliminate security problems and protect data.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

Mona Reed

Senior Technical Support
Engineer

Contact

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Skills

SCCM

Windows

Project Management

Excellent Customer Service skills

Hardware support

Mac OS

MS Office

Security Minded

Process Improvement

Powershell scripting

Technical documentation

Troubleshooting

Mobile Devices

Adobe Creative Cloud

G-Suite Administrator

2018-01 -
2019-07

**Information Systems Specialist II/Project
Manager Contract**

Alameda County - General Services Agency, Oakland, CA

- Windows 10 Upgrade & machine upgrade Provide Level 2 IT Systems support for hardware and software.
- Designed Hardware inventory system and deployment strategy to cycle replacement of machines every 4 years.
- Wrote Powershell scripts for first time log on features and group policies as well as disabling retired features such as SMB 1/CIFS Managed Clean up of Network share folders and Active Directory security groups Managed Dell and Konica-Minolta Vendor communications.
- Improved process efficiency and workflow by implementing productivity initiatives and proactively identifying and resolving problems.

2019-09 -
2019-11

Technical Support Engineer

Bloomberg L.P - San Francisco, San Francisco, CA

- Level 2/3 support for onsite and offsite customers.
- Supporting A/V experience, Event room setup and troubleshooting of software and hardware.
- Bloomberg terminal software and hardware support for Bloomberg external customers, including Cisco routers and Bloomberg Open and Professional licenses, configuration issues and two-factor authentication issues.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.
- Updated software versions with patches and new installations to close security loopholes and protect users.

Education

1994-09 -
1999-01

**Bachelor of Arts: Environmental Studies And
Planning**

Sonoma State University - Rohnert Park, CA

Certifications

2019-07

G-Suite Administrator

2019-08

Enterprise Security Fundamentals (Microsoft)

2018-10

SSCP