

# Charlene Garrett

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## EXPERIENCE

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### Desktop Support Technician

July 2021 – Aug-2021

Link Technology | Las Vegas, NV

#### Venetian Sands Migration

- Analyze user accounts pre-migration Sands account, and resolve issues
- Pre-migration verify access to SharePoint and One note location to map to the correct location after migration
- Remote into desktop using Bomgar software, ran migration script, created new accounts on Venetian Domain
- Migrated 2000+ users accounts, laptops, desktops, ipads and smart phone, from Sand to Venetian domain with a 95% success rate
- Reconfiguration of iPhone and iPads from factory reset to installation of company approved applications, Reissue tokens
- Reconfiguration of smart devices with encryption and user access control via zcaler
- Created new mail profile in Outlook and resolved any post migrations Office 365 issues.

### Desktop Support Technician

September 2020 – Nov-2020

Link Technology | Las Vegas, NV

#### Clark County Elections Department

- Image voter's registration laptops and troubleshoot voter's registration software issues
- Set up the IT network and printers at the tent voting sites across Nevada
- Set up Kiosk for voter's registration check-in process, pairing the tablets and laptops
- Calibrated scanners, card readers, to prevent voter's software from malfunctioning
- Troubleshoot and resolve hardware, network, connectivity issues, at voting sites
- Provide IT Support for Northwest voting Sites, Blue Diamond, Las Vegas Strip, Arroyo

### Desktop Support Technician– Call Center Support

July 2017 – December 2019

Pyramid Consulting, ID Excel, Agenesis | Dallas – Ft. Worth Metroplex, TX

- Windows 10 upgrade project, in large enterprise environments with 5K+ machines.
- Installed, configured, diagnosed, and repaired hardware & software, PC desktops, laptops, mobile devices, LAN connectivity support.
- Worked with Dell or other vendors for hardware under warranty and end user IT support.
- PC Imaging and configuration, Install Windows10 OS, troubleshoot, and resolve issues

- Active Directory account management, SCCM (Microsoft System Center Configuration Manager) to deploy operating system, software applications, and imaging collections management (e.g., re-image, Windows 10), Service Now and Jira ticketing systems.
- Group policies, McAfee drive encryption, anti-virus software, Windows domain networking, local area networking.
- Thin Client Deployments, troubleshoot virtual Citrix and VM Ware desktop sessions.
- Worked closely with engineers, networking, and other teams to test solutions to resolve reported computer/ software problems and outages.

### **Desktop Support-Deployment Analyst**

January 2017 – June 2017

Blue Cross/ Blue Shield

- Provided support for Windows 10 OS, MS Office, Outlook, Active Directory account management.
- SCCM (Microsoft System Center Configuration Manager) to deploy operating system and software applications, collections management (e.g., re-image, Windows 10), Service Now and Jira ticketing systems.
- Install, troubleshoot, repair Dentrix for Smile Brand 300 Dental Offices, group policies, McAfee drive encryption, anti-virus software, Windows domain networking, local area networking. Inventory management, computer hardware, software break-fix support, imaging, deployment.
- Opti Bot scripts to resolve computer and hardware issues in Windows environment.

### **Desktop Support Analyst – Full Time**

January 2016 - January 2017

Hilton Worldwide Hotels| Carrollton, TX **Part- Time**

January 2015- January 2016

- IT Support for 10,000 remote employees and reservation agents
- Installed, configured, troubleshooted computer hardware, software, and network equipment.
- Provided technical support for virtual desktops, VPNs, passwords, software applications, for Hilton work at home population with a 98% resolution rate.
- Worked closely with Hilton franchise owners to provide information technology support to the hotels, reservations, rewards, point of sales systems, and air-port check in kiosk.
- Active Directory and RSA Tokens, password reset/unlock accounts for US Domain.
- Windows 7 & 10, Microsoft Office troubleshooting, software deployment via SCCM.

### **Desktop Deployment Specialist and IT Support**

July 2015- July 2016

Capital One | Plano, TX

- Installed, configured, troubleshooted computer hardware, software, and network equipment
- Troubleshoot, and resolve all business customer online account issues and applications.
- Received and escalated inbound calls of various levels of complexity to troubleshoot hardware, software technical issues, tablets, phones, debit-credit cards, lines of credit, HELOC, merchant and treasury services for business customers with a 95% resolution rate.
- Performed Quality Assurance Testing for call center auto failures calls, 92% Resolution rate.
- Tested Windows 10 operating system/application features and functionality to prepare for OS upgrades, PC imaging, new employee deployments.

### **Desktop Support- Ecommerce Call Center Support**

May 2014- July 2015

Kohl's Call Center

- Provided Helpdesk and desktop support, configured and image deployment computers for employees.

- Installed, configured, diagnosed, and repaired hardware, software and network equipment, system imaging, deployments, hardware break-fix support.
- Troubleshoot computers, smartphones, iPad, and credit card issues for Kohl's customer's online purchases accounts.
- Monitored ticket queues to ensure timely and accurate solutions to hardware/software issues for employees. Driving incidents through to resolution.

## **EDUCATION**

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Augusta State University | Bachelor of Science in Computer Science GPA: 3.3/4.0

## **SKILLS**

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WAN, LAN, VPN, TCP/IP, DNS, (DHCP) | Routers | WAP | Networking | Microsoft Office Suite | Windows 10 | Office 365 | Microsoft Active Directory | Microsoft System Center Configuration Manager (SCCM) | Imaging | Deployments | Migrations | iOS | Android | iPhone and iPad | Hardware & Software Installation & Troubleshooting | Incident Management | Service Now | VM Ware | Citrix | Customer Service Professional | Team Player