Deisman Head

Technical Specialist

Antioch, CA 94531

dezyken@gmail.com

+1 469 350 3933

To secure a Job with a reliable company and as well as continue my growth and development. In addition seeking to achieve the title of Senior System Admin, Master Network Specialist, or other related titles.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Technical Specialist I
HCL America (Full Time Crossover from Fortitude) - Plano, TX
January 2020 to Present

As a Technical specialist my primary roles are, Maximize computer system capabilities by studying technical applications while making recommendations.

• Working in SLA ticket environment via Service now / snow. (remote & in office)
• Imaging Win 10 devices from Windows 7, along with custom Image development.
• .Office 365 License assignment in 32/64 bit version including install.
• SCCM client push services from Imaging and Program install.
• All hardware repair and replacement, HP/Dell/MAC etc.
• Windows AD User account admin. Add and remove User & devices, account & passwords resets, Group policy Admin.
• OKTA security management, Fireeye, Cloud strike, Zscaler.
• Live Desk experience, Walk up service solving any immediate problem.
• Printer Services add and remove printer for network sharing.
• AMDB assets management.
• Domain Policy, adding and removing User's and equipment from local company domain.

Contract to hire
HCL America - Plano, TX
August 2019 to December 2019

Clearance

As a Windows 10 Technician supporting the migration and deployment from Windows 7 to Windows 10. In this role I am responsible for migrating desktops and laptops to Windows 10. This is a very hands on position. LANGUAGES
Interact with customers daily and while have sharp organizational and communication skills to schedule customer visits and meet the target time English given to complete tasks.

● Execute Upgrade / Migration tasks -Upgrade Windows 7 to Windows 10,

Refresh Computer to new hardware, copy profiles.
● Coordinates with Client End User on expectations and availability to schedule refresh / upgrade tasks.
● Performs troubleshooting and remediation at Central Office and remote locations.
● Identifies potential issues that could adversely impact End User experience and follows through on action steps.
● Escalate to Management on issues that impact the entire operation at a given site
● Basic installation and configuration of client software.

Simulator Technician
ATP Flight - Bedford, TX
January 2019 to August 2019

Independent contractor for ATP (Air Transportation Professionals).
Duties include traveling to different locations in the US for numerous days, and provide technical support to our flight simulation devices at air training schools around the US.

● Assembly and Disassembly.
● Troubleshoot and parts replacement.
● New installation of different flight devices.
● Computer repair of customized built PC towers and Racks.

Assembly Technician
Lam Research - Livermore, CA
February 2018 to July 2018

Assembler and Tester on various wafer board machines from Intel, Samsung, Toshiba and others.

● Performs the set-up, calibration, testing and troubleshooting of circuits, components, instruments and mechanical assemblies.
● Determine and may develop test specifications, methods and procedures from blueprints, drawings and diagrams.
● Tests and troubleshoots assemblies.

Geek Squad Consultation Agent
Best Buy - Pleasant Hill, CA
December 2017 to February 2018

As the solutions expert, the Consultation Agent manages the Geek
Squad check-in and check-out experience for customers and helps them find the complete solution that works for them.

Simulation Technician
Simulation Device(A320 Airbus) - Burlingame, CA
November 2016 to October 2017

Engineering and Design, Maintenance and Repair, Quality
Control, Full Motion & Full Flight Level D Commercial Aircraft
Simulation Device(A320 Airbus), Contract Flying and Training of Pilots with Virgin America, Alaska Airlines.
● Perform Preventive Maintenance (PM) tasks on the simulators and associated simulator systems.
● Assist in diagnosing and correcting problems on the simulators and associated simulator systems.
● Diagnose and correct routine problems on the simulators and associated simulator systems.

- Utilize Maintenance Management System to record and track maintenance activities.
- Train technicians in basic skills.
- Complete all designated training activities.
- Actively pursue professional growth and training.
- Perform preflight and post flight on all simulators.
- Perform visual alignments.
- Run and Evaluate QTG results.
- Assist with refurbishment and hardware modifications.
- Learn and comply with CAE Quality Management System.
- Provide customer service support and address customer needs in a timely manner.
- Perform logistics duties, including parts received, repair, and testing/validation.
- Perform housekeeping functions to maintain the simulators as required.
- Perform administrative tasks as required.

Simulator Technician
Keybridge Technologies - Haslet, TX
July 2015 to November 2016

Through contract under FAA (Federal Aviation Administration)
My responsibilities were to service and maintenance 5 AATD or
FTD (Flight Training Devices) used for instructor pilots during simulated training sessions. This Work was also done in conjunction with the Flight Safety Office and other FAA entities.
- Service Polycom VOIP in large/small conference rooms.
- Service computers for 4 aircraft simulators and 1 cockpit trainer.
- Service multi-unit frasca server base for computers for imaging and re imaging maintenance.
- Service polycom equipment in the training section for 4 classrooms and 2 conference rooms.
- Established daily process for all equipment preventative maintenance on simulator networks.
- Established and maintained process for writing and signing off discrepancies.
- Build and maintain the Unifi Access Point wifi system on the internet/network.

Desktop Deployment Tech
Experis - Dallas, TX
May 2015 to July 2015

Under contract with the city of Arlington, Transport between all city governments establishments to maintain the database and technical equipment by issuing system and server wide updates and new peripheral equipment.
- Windows Migration,
- Device and Driver Install and Removal,
- Hard Disk Backup and Exchange, Active Directory.

Laptop Repair Tech
Hewlett-Packard - Grapevine, TX
February 2015 to May 2015

Extensive work ethic in software reimaging and hardware repair of basic desktops and laptops. Diagnosis and repair unit in regards to each customer complaints within specific time given to meet company export demands.
- Reimaging,
- Motherboard Repairs,
- Solder & Desolder,

- ● Parts Exchange,
- ● BIOS Flashing,
- ● Screen Replacement,
- ● Various windows operating systems Linux Installs.

Independent Contractor

Charter Cable Service - Fort Worth, TX

August 2014 to February 2015

A Cable Installation Tech travels house to house in company Fleet
Vehicle to perform service to install, repair, and service all
Telecommunications Equipment, (phone, internet, cable, alarm) via coax.
- ● RG 6 & RG 11, and
- ● CAT cables.
- ● Interior rewire,
- ● New Line Drops,
- ● Run Cable Drops From Pole Tap to Customer Residence Dedicated
Independent fleet service.

Education

Associate in Computer Networking Admin

Remington College-Fort Worth Campus - Fort Worth, TX

August 2013 to August 2015

HS Diploma

Juan Seguin HS - Arlington, TX

August 2009 to June 2013

Skills

- Advanced Linux & Windows Advanced Networking Piloting Control and Systems knowledge Advanced PC Build Advanced Telecommunications Fleet Service Qualified Advanced Hardware Maintenance Business Management Customer Relations Schematic and Blueprint Skills Windows Migration SCCM PXEBot Office 365/Exchange Server Service Now Ticketing Remedy Ticketing SCCM Altiris Management (6 years)
- Active Directory
- VoIP
- Microsoft Windows Server
- VMWare
- LAN
- Operating Systems
- DNS
- Help Desk
- System administration
- WAN
- DHCP

- Technical support

Languages

- English - Expert

Assessments

Customer focus & orientation — Expert

November 2019

Responding to customer situations with sensitivity.
Full results: Expert

Work style: Reliability — Highly Proficient

May 2019

Measures a candidate's tendency to be dependable and come to work.
Full results: Highly Proficient

Verbal communication — Highly Proficient

July 2019

Speaking clearly, correctly, and concisely
Full results: Highly Proficient

Technical support — Proficient

September 2021

Performing software, hardware, and network operations
Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.