

Raymond Ray

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## PROFESSIONAL HIGHLIGHTS

- Capital One's IT support for entire Northwest region.
- Projects included opening Capital One's Seattle Site – 501 Eastlake Ave - Network, multiple Audio-Visual rooms, two AV common areas, 200 users stations & phones.
- Opened & kickstart Capital One's Power Up Bar – sported as model for Capital One Enterprise
- Opened & kickstart Capital One Bellevue & South Lake Union CAFEs.
- Decommissioned old Legacy ShareBuilder/ShareKeeper 600 user site - Network, multiple Audio-Visual rooms, two AV common areas, 600 users stations & phones.
- Re-opened Capital One Irving, CA Car Finance site – NW & phones – 100 users.
- Kickstart Capital One Seattle's MAC experience - previously purely Windows OS; now 80%/20% MAC/HP -Site MAC SME.
- Manage Investing software accounts across US - sites in Plano, Wilmington, Newark & Mclean.
- Promoted within 6 mos. of hire due to extraordinary ratings

## EXPERIENCE

9/2012 – 10/2019

### IT/IS SUPPORT, CAPITAL ONE

- Deskside Services Tech, five-member team, supporting 600 users including hardware & software support, networking support, audio visual support, inventory management & technology infrastructure duties.
- Providing First Level & 2nd Level support to 200 - 600 users.
- Resolved user's issues @ first level (closing > 96.7% @ first level) & appropriately escalates promptly to meet all SLAs
- Meet or exceed SLAs & protocols related to availability, first call resolution, queue management and ticket and call quality - promoted to Senior Associate within 6 mos.
- Merged legacy Investing/Banking Sharebuilder into Capital One's NW & systems; i.e.: tested all existing software, OS configurations & processes
- Document & report to Capital One teams & institute compliance/merge
- Upgraded site (Windows XP) to Windows 7 & integration of legacy software
- Upgraded site (Win7) to Windows 10, maintain OS updates & security
- Led migration from MS Office Suite to GSuite
- Migrated site to Secure Print (able to print to any Capital One printer countrywide.
- Transition MFA users to MFA (multi-factor authentication) & security
- Image, configure, distribution & management of MAC systems
- Maintain network/incident management including detection, triaging, mobilization and incident resolution efforts.
- Resolve difficult customer concerns by working collaboratively with multiple departments.
- Identify trends in hardware, software or systems - research & proactively apply resolutions

- Document issues, resolutions & processes - HPSM, Oracle, ServiceNow, etc. records systems
- Author training documents, play books, check lists & training - Trained entire investing departments in Investing Software (ShareKeeper)

**2/2012 – 9/2012**

### **IT/IS SUPPORT, EXPEDITORS INTERNATIONAL/PRECISION SYSTEMS**

- Kept all systems operating optimum - 800+ users @ Seattle Headquarters.
- Performed first level core troubleshooting on hardware/software problems.
- Provided technical solutions to user's issues; answer questions, provide assist.
- Documented user problems, resolutions & solutions for future reference
- Communicated highly technical information to both technical & non-technical personnel
- Upgraded site (Windows XP) to Windows 7
- Migrated users from Lotus Notes to MS Office Suite
- Maintained network/incident management including detection, triaging, mobilization and incident resolution efforts.
- Resolved difficult customer concerns by working collaboratively with multiple departments.
- Identified trends in hardware, software or systems - research & proactively apply resolutions
- Documented issues, resolutions & processes - HPSM, Oracle, ServiceNow, etc. records system

**2/2009 – 2/2012**

### **IT/IS SUPPORT, PEMCO INSURANCE CORPORATION**

- Kept all systems operating optimum - 300+ users @ Seattle Headquarters.
- Performed first level core troubleshooting on hardware/software problems.
- Provided technical solutions to user's issues; answer questions, provide assist.
- Documented user problems, resolutions & solutions for future reference
- Communicated highly technical information to both technical & non-technical personnel
- Upgraded site (Windows XP) to Windows 7
- Maintained network/incident management including detection, triaging, mobilization and incident resolution efforts.
- Resolved difficult customer concerns by working collaboratively with multiple departments.
- Identified trends in hardware, software or systems - research & proactively apply resolutions
- Documented issues, resolutions & processes - HPSM, Oracle, ServiceNow, etc. records system

## **CERTIFICATES / LICENSES / DESIGNATIONS**

- A+ Service/Network Tech
- Clear Designated Subject Teaching Credential
- Community College Lifetime Teaching Credential
- Council Postsecondary/Vocation Authorization
- IBM/Dell/HP Service Technician Authorization
- CNA Novell Systems Administrator

## **EDUCATION**

**COMPUTER SCIENCE, CALIFORNIA STATE UNIVERSITY LONG BEACH, CALIFORNIA**

## SKILLS

- Twelve plus year's experience providing Enterprise IT level I & II support Capital One, Expeditors International & Pemco Insurance.
- In-depth knowledge of Windows and Mac OS operating systems - installing, troubleshooting, and configuring OS.
- In-depth knowledge of both Microsoft Office & GSuite applications
- Strong knowledge of HP, Lexmark & Ricoh printers.
- Worked with ZOOM, SLACK, SKYPE, LOGMEIN, VNC, etc. for remote user support.
- Excellent verbal and written communication skills
- Extensive work in Active Directory, policies & groups.
- Skilled with Windows Registry & MAC Keychain, JAMF & Mac management tools
- Involved experience in SCCM/CCM to image, deploy, push/remove software and manage assets.
- Install, configure & maintain Window & MAC servers.
- Work in Airwatch for mobile device (iOS, Android) configuration and support.
- Linus experience.