

Estelle Denison

System Support

Antioch, CA 94509

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Authorized to work in the US for any employer

Work Experience

Systems Support Specialist

The CBR Group, Inc. - Martinez, CA

May 2019 to Present

CBR Group is a wireless telecommunications company. We design and build cell towers for 4g and 5g reception.

I am the IT support for the company. I make sure computers are working, making sure that software is up to date and hardware is maintained.

I am responsible for the printers making sure if issues arise that the proper tech support is called in.

I work closely with each employee so i need to have a good report with them. I try to be friendly and professional with all.

Customer Service/Key holder

Jo-Ann Fabric and Craft Stores - Concord, CA

August 2017 to May 2019

I cashiered, cut fabric, stocked, and was assistant on duty manager.

I worked closely with people help to find product and giving opinion on projects they were working on.

I worked part time in the evening before taking a full time position with them.

Site Host

Modis Shell

March 2012 to January 2018

backup- Support the site host in managerial duties for IT group. Oversee day to day operations and make sure user needs are met. Oversee employees.

Stockroom Manager- Order computers and other equipment for stock availability. Inventory, issue and maintain stock.

Maintain data base for asset management.

Onsite Support- Troubleshoot/repair computers, printers, and other computer related hardware. Image, stage,

deploy new hardware to users. Back up and Restore user data. Set up outlook accounts

Ticket Queue Manager- Manage local ticket queue. Distribute tickets to IT, manage tickets to keep from missing due

dates, work with the customer and IT to make sure that tickets are being worked in a timely manner. Work with remote Help Desk to make sure of routing of tickets.

deployed the Officers of Chevron Corp. President

Insight Global Chevron

October 2008 to March 2010

Deployment Support- Global Deployment of Windows Vista. Support the environment after computer migration. Fix any software/hardware issue. As part of the Support team, we deployed the Officers of Chevron Corp. President, VP's and upper level management and all VIP customers.

Created and implemented process for virtual deployments.

Piloted the first Virtual Deployments.

Second Virtual Deployment, I helped with creating process and documentation, participated in actual virtual deployments for customers in Hawaii, Colorado, Portland and other places.

Project Lead

Insight Global Chevron

July 2007 to October 2008

User moves. Uninstall computers at user locations, re-install computers at new locations. Support for any issues.

Repair computers for users outside of Chevron. Troubleshoot hardware, software Issues, upgrade and repair, clean spyware, Trojans, etc. Build new units, configure to user specifications.

IT Support Technician

Insight Global Chevron - San Ramon, CA

February 2007 to May 2007

Project - IBM laptop refresh, some computer moves.

Image, update, migrate new laptops, backup and restore user profiles.

Support for any refresh issues.

Project for Turn Around, Desktop Support, Computer move

CSC Shell - Martinez, CA

November 2005 to November 2006

Laptop Refresh, Computer Refresh:

Image, update, migrate to new computers, set up and transfer user accounts and email,

Receive new inventory for computer refresh, ship old inventory to IBM, Asset

Management, data base update and paperwork regarding project.

Desktop Support

CSC Shell - Martinez, CA

May 2005 to June 2005

Martinez, CA

Computer move, install, set up patch panel, configure switches for user and printer use

Desktop Support.

IT Support Technician

CSC Shell - Martinez, CA

July 2004 to October 2004

Computer Migration, Install computers, Setup user accounts, Instruct in software use.

Computer Help Desk

Diablo Valley College - Pleasant Hill, CA

January 2002 to June 2003

support, Migrate OS, Install computers, Setup user Accounts

Education

Associate

Skills

- PRINTERS (5 years)
- EXCHANGE
- MS OFFICE
- MS OFFICE 2003
- OFFICE 2003
- Desktop Support
- Help Desk
- Software Troubleshooting
- Windows
- Computer Networking
- Active Directory
- Technical Support
- Network Support

Assessments

Basic computer skills — Expert

June 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Expert](#)

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

Additional Information

History of implementing and supporting new Operating Systems and Applications for large network environments. Trouble Shoot/Repair Hardware/Software issues. Some switch and router configuration. Strong interpersonal, communication, analytical and presentation skills. Learn new areas of technology quickly.

TECHNICAL EXPERTISE

Operating Systems/ Win 98, 2000, XP, WIN7, WIN10, Vista, Mac, Exchange.

Software MS Office 2003/2007, 2010, O365, Lync, Skype for Business, Adobe, Smart Badge, and other applications.

Networking Patch Panels, Network/Local IP printers, setting up VPN, Wireless for home users.

Hardware All HP Hardware, All Dell Models, Compaq, Mac, build and configure custom computers.