

# EDGAR DEGUZMAN

2913 Bluebonnet Ct, Antioch, CA 94531  
Cell: (925) 497-5678

egzman@gmail.com

## SUMMARY OF QUALIFICATIONS

- Over 15 years diverse IT skill set experience which includes System Administration, Desktop Support, Helpdesk, Network and Field Support of end-user workstations within Windows 10, 7, XP, NT, 2000, Vista, Citrix, Unix, Novell and AS/400. Proficiency on installing, analyzing, configuring, troubleshooting and resolving a variety of software and application support which includes SaaS Office 365, Outlook, GroupWise, imaging, deployment, migrating, upgrading a wide variety of hardware. Includes remote control support and network infrastructure support within heterogeneous TCP/IP LAN/WAN, Wi-Fi network environment, POS systems and peripherals.
- Experience on Active Directory, Mobile Iron, SharePoint, Umbraco CMS and MS Exchange, User account provisioning
- Experience with VPN, Single Sign On, A/V systems, Web certificates, RDP, LogMeIn, TeamViewer, JoinedMe, Heat and Skype
- Experience with mobile devices which includes Blackberry server, Bitlocker, Blackberry, Palm Treo, Android, Apple iPhone, iPad
- Mac, Safari, Umbraco web content managing/editing; NCR, IBM POS hardware and peripherals including portable ATM devices.
- Multiple ticketing system experience in Remedy, Heat, Salesforce, Footprints, Kana, Track-IT
- Familiarity with SCCM, Unix, Linux, Oracle/Citrix based clients, Power Shell, VMWare, Slack, Python, SaaS, MS Team, Service Now
- Asset technology management and maintenance.

## TECHNICAL SKILLS SUMMARY

**Hardware:** SD -WAN Cloudgenix, Cisco VOIP 7000/8000 series, Cisco switch/routers/hubs, Catalyst 3650, Linksys, Dell, IBM, HP, Netgear, Nortel, HP LH NetServer, PowerEdge, PowerConnect, Blade servers, Pro-Com CD-ROM Tower Server, UPS, Sharp, Epson, Lexmark, HP Laser Jets MFP, Xerox/HP/Canon MFP, barcode readers, Fujitsu scanners, Infocus Mondopad Video Tele-Conference, Cisco Polycom, portable ATM devices, Apple iPhone, Android Samsung, Apple iPad, Palm Treo, Blackberry

**Networking:** Ethernet LAN/WAN, TCP/IP, IPX/SPX, Wi-Fi, Windows Server 2012 R2, Active Directory, ARS, VLAN, Token Ring, DHCP, DNS, IMAP, LDAP, POP, SMTP, SSL, DSL, RDP, VoIP, Cisco/Pulse VPN, WEP/WPA, WAP, Citrix, NCR/IBM Point Of Sale systems (POS), Cabling, RJ45 termination

**Software:** WINDOWS 10, 7, XP, 2000, 98, 95, MS Office Suite 365 / 2016, Active Disk, Active Client, MS Outlook 2016, OWA, Bitlocker, Imprivata and LincPass Single Sign On (SSO), Skype for Business, Umbraco CMS, SharePoint, Pulse, Cisco VPN, Adobe CS, Mobile Iron, Salesforce, Active Boot, Visio, AutoCAD, NX Unigraphics, Solidworks, Unix View Now, Oracle, SAP, SQL, Webroot, McAfee, Norton, eTrust, WebEx, NetMeeting, VNC, TeamViewer, LogMeIn, Heat, Remedy, Track-It, Kana, MS Explorer, Mozilla, Opera, Chrome, Safari, Novell GroupWise, UltraBac, ArcServe, Utimaco Safeguard, McAfee/Symantec, Checkpoint, Bitlocker, Norton Ghost, Web Jet Admin, LanMaster, Epic, AutoTime, MS Lync 2013

## IT CERTIFICATIONS

CIW Javascript Specialist  
CIW DB Design Specialist  
CIW Web Design Specialist  
CompTIA Security +

CompTIA Project +  
CompTIA A +  
CompTIA Network +  
Dell DCSE Desktop

Dell DCSE Portable  
Novell CNA 4.11  
Novell CNA 3.12

## PROFESSIONAL EXPERIENCE

- Network Technician** – Black Box Corp, Lawrence, PA. (Nesco Resource) 2/2020 – 10/2021  
Servicing Cisco network equipment on client's site focusing on layer 1 and layer 2 troubleshooting such as on router, switch, hubs or patch panels, telco router/modems, smart jacks, demarc; servicing respond level 2 or level 3 incidents including on; Cloudgenix SD WAN, site survey, iPads, telco jacks, desktop H/W support, memory upgrades, Cat6 cable pulls, RJ45 terminations, Cisco VOIP 7000 to 8000 series refresh troubleshooting and installation or LAN/ WAN connectivity troubleshooting. Includes connectivity issues with WAPS, ATM Kiosk, portable payment terminals and debit card readers for Bank of America and its branches throughout SF Bay Area.
- Technical CSS** – Precision Document Solutions, Concord, CA. 2/2019 – 12/2019  
Follow printer management company preventative maintenance program schedule for healthcare client involving HP and Xerox network MFP printers. Manage the client's inventory levels at their facilities. Perform restocking of assigned company warehouses. Manage completion of page count collection during monthly billing cycle. Complete product delivery as service tickets are dispatched. Maintain asset warehouse inventory, management and maintenance.
- IT Specialist** - USDA/ARS, Albany, CA. (Panum, LLC) 9/2017- 9/2018  
Provide a variety of technical on-site end-user, network and infrastructure support as well as for enterprise-wide technical end-user support for the USDA ARS - AFM – WBSC division. Utilized Active Directory to add endpoint devices to domain and configure, triage, resolve or update ticket issues on issues such as user account set-up on security, remote access, eAuth login, set/recreate password,

group membership, create distribution list, Lincpass SSO issues, elevate privilege, move, unlock, activate or disable users. Assisted in GPO updates and implementation. Utilized Mobile Iron for provisioning and to facilitate security settings on iPhone and Android mobile devices. Configure, install, analyze, evaluate, test and resolve a variety of Windows 7 and Windows 10 applications, including Office 365, Pulse remote VPN, web certificate, intranet, internet or network connectivity issues, email, network printing including Dell hardware component issues. Configured laptops for Windows imaging utilizing Active Boot Disk. SharePoint and Umbraco CMS. Test VTC IP/SIP connectivity using Mondopad with Cisco polycom devices. Utilized Salesforce ticketing platform to triage, troubleshoot, resolve, update or escalated level 2 tickets. Resolve bitlocker encryption issue. Utilized Skype, ATT Connect and WebEx.

**Break/Fix Printer Tech** - Perfect Output, Livermore, CA (Strategic Staffing) 8/2016 - 11/2016

On-site break/fix printer technician for managed Xerox printers within Lawrence Livermore National Lab facilities. Utilized Footprints ticketing platform for monitoring of managed network printers and ticket resolution on errors, alerts and ink levels. Troubleshooting and resolution of error messages. Replaced fusers, transfer rollers, transfer belts, ink cartridges including asset management and maintenance of consumable on site inventory.

**Desktop Support/Admin** – UTC Aerospace Systems, Suisun City, CA (Computer Science Corp /The Computer Merchant ) 3/2015-2/2016

On site desktop /administration support to level III for over 300 employees on Government aerospace contracts within Windows 7, XP, Dell, HP and Cisco environment per CSC SLA. Responsibilities includes utilizing Active Directory, ARS system, RDP; BMC Remedy Help Desk, BMC ARS for Service Request and Move/Add/Change, providing workstation support with various HW/SW installation, configuration, resolution and maintenance; support end-users after domain migration; resolution of LAN, WAN, VPN and WIFI connectivity issue up to IDF patch/switch troubleshooting; shared file/drive, web or wireless certificate and HD encryption issues; imaging and reimaging per corporate std; user data migration, deployment and resolution research; installation and configuration of Citrix and Oracle client software; followed SOP on IT asset inventory, management and maintenance; provided recommendation and phone support.

**Customer Engineer** - NCR, Oakland / East Bay, CA (Computech Corp) 9/2013 -1/2014

Provide support, installation, configuration, maintenance and repairs of NCR/IBM Point of Sale System, PC, Printers, Self-Checkouts SCO, ATM/MCX Kiosk, Debit Readers and hand-held devices within Windows 7/XP. Performed within Service Level Agreement (SLA) Analyze and corrected technical problems on equipment within assigned customer accounts; perform periodic preventive maintenance routines; installs or modifications to equipment including overhauls and maintenance repair; perform required modular swaps and unit replacements as needed. Manage customer incidents, respond to a customer call, problem identification and escalation

**IT Technical Analyst** - Sutter Health, Oakland, CA (PCM / Sarcom). 1/2013-4/2013

Testing and validation of Epic application. Troubleshooted Epic printing, wireless connectivity, barcode readers, Zebra label printers and Fujitsu desktop scanners in a HP, Windows XP and Citrix environment. Install, configure, validated and updated additional software such as Imprivata SSO within hospital environments. Assembly/ Deployment of wireless computer carts and label printers

**IT Service Technician** - Dignity Health, Stockton, CA (PFITech) 6/2012-12/2012

Provided desktop support to end-users with Windows XP Operating System and Dell hardwares within a hospital environment. Supports, installs and maintain workstation desktop and laptops, local area networks, operating systems, software, and related IT sanctioned peripherals, including troubleshooting to cisco hubs, switches. Utilized McAfee Endpoint Encryption includes BMC Remedy for ticketing, VPN configuration and some troubleshooting of Citrix client applications. Maintained IT asset inventory.

**PC Technician** - Advantage Technical Resourcing, San Francisco, CA 5/2011-6/2012

San Francisco Bay Area clients includes: HP, Diebold, Price Waterhouse, Morgan Stanley – Smith Barney  
Provided various technical support which includes computer and peripheral de-installs, re-installs, testing, verification and Configuration on LCD monitors and HP MFP printers; ATM anti-skimming card reader installs and configuration.

**Field Service Technician** - Smartech and Associates, Austin, TX 11/2010-1/2011

Provided San Francisco Bay Area clients break/fix and warranty support on various models of Dell Notebooks/Desktops which includes all replaceable components

**On-Site Administrator** - Bayer Pharmaceutical Corporations, Berkeley, CA (Modis / HP) 11/2008-6/2009

Management and administration of over 250 HP Multi- Function Printers on-site and for over 500 employees. Installation and configuration of TCP/IP, SMTP/LDAP, fax configurations, including firmware upgrades. Provided first call resolution or investigated problems and maintained replenishment of printer consumables. Utilized Web Jet Admin monitoring for device communication errors, network connectivity issues, paper jams and cartridge levels

**Desktop Technician** - McKesson Corporation, San Francisco, CA (Pomeroy) 4/2008-8/2008

Provided desktop and phone support for over 500 end-users on Dell Inspiron and Latitudes notebooks; utilized Remedy and Norton Ghost for batch imaging; pxe boot; workstation configuration; laptop hardware replacement; software conflict troubleshooting and resolution. McAfee SafeBoot encryption and Cisco VPN client installation. Wi-Fi configuration and troubleshooting; printing and network connectivity issues; network drive and printer mappings. Maintain asset inventory.

**Help Desk Associate II** - Bechtel Engineering Corporation, San Francisco, CA (@Tech) 11/2007-4/2008

Provided Desktop and Help Dek phone support. Utilized Active Directory, server backup, Ghost imaging; Outlook archiving; asset management and inventory. Configured Cisco VPN for remote notebook users with Utimaco Safeguard hard drive encryption.

Performed software and hardware installation, troubleshooting, configuration and resolution on Windows XP, MS Office 2007, MS Outlook, Adobe Professional, Citrix applications; network or internet connectivity diagnostics including; driver updates; startup issues; modified builds; service patch updates; performance and software conflict resolutions; Blackberry sync issues

**Desktop Support** - Elan Pharmaceutical, South San Francisco, CA (Spherion) 10/2007-11/2007

Performed Norton Ghost imaging, configured notebooks per company builds, utilized sysprep and Desktop support for end-users

**Desktop Support** - Good Vibration, San Francisco, CA (Manpower) 7/2007-7/2007

Provided troubleshooting and resolution of workstation including POS terminal issues at various retail store locations within Windows 2003 server as well as Apple Mac connectivity issue troubleshooting up to cisco hubs and routers. utilized Windows RDP to performed remote troubleshooting; configured Outlook client and workstations for network or internet connectivity; resolve Windows XP application error messages.

**IT Support Analyst** - John Muir Health, Walnut Creek, CA (Mindtrust) 3/2007-5/2007

Provided Help Desk phone support for over 1,000 hospital employees, professionals and physicians on Windows 2000 platform. Managed incoming calls and utilized Remedy Magic for trouble ticket creation and resolution documentation; resolve software and hardware for end-users including web portals, intranet or internet issues, SSL connectivity issues and general inquiry

**Microcomputer Specialist I** - City Of Stockton, Stockton, CA (Volt) 8/2005-2/2007

Provided Help Desk phone and field Desktop support within rotational schedule for over 1,000 city employees operating within Novell Network Operating System, IBM/AS400 and Windows 2000 platform, including Blackberries, Palm Treo issues. Diagnosed various end-user issues from hardware, software, network printing to internet/intranet connectivity issues including; virus, spyware removals; operating system performance issues and conflicts; workstation set-up; drive and printer mappings; installation, configuration and conflict resolutions for various programs and software such as Unix ViewNow, Omni forms, Adobe Professional and Standards, MS Office 2003, Novell Groupwise, IBM/AS400 applications, Tiburon, Laserfische, Diskeeper and LanMaster. Performed software testing and evaluation, workstation set-up, data recovery and knowledge base contribution. Utilized Heat program for trouble ticket creation, resolution documentation, triage, system tracking, including remote troubleshooting. Maintained asset inventory.

**Help Desk Analyst** - California State Automobile Association of America - Newark, CA (Comsys) 2/2005-7/2005

Call center first tier Help Desk phone support on application, remote users, online customer issues and various end-user hardware and software issues for over 500 CSAA employees utilizing web based Track-IT for ticket creation and resolution

**Customer Service** - Shutterfly, Hayward, CA (National Engineering) 10/2004-2/2005

Provided customer support via phone and email regarding issues with log in, online navigation, orders using Kana

### **Prior Work Experience - San Francisco Bay Area**

#### **Desktop Support / Help Desk Support**

*All Star Telecom, State Bar of San Francisco, EDP Contract Services (w/Compaq/Digital), NUMMI, DG Systems*

Desktop and Help Desk phone support which includes utilizing Active Directory for user management; performed network backups utilizing Arc Serve and Ultrabac. Assisted in the PC upgrade, deployment, Y2K, PC rollouts and migration; Contract with EDP/Compaq/Digital which includes PC rollouts and deployment for PG&E, State Farm clients; Installed, supported, configured and troubleshoot Outlook Express, MS Office 97, 2000, SAP and IBM AS/400 client applications. Created user account on MS Exchange with diagnosing and resolution on end-user issues on Windows NT and Networking issues; utilized Norton Ghost for building master images including batch files editing. Troubleshoot TCP/IP and Novell IPX/SPX protocols; assisted on resolving remote Nortel connectivity issues on VPN, DSL, PPP; and monitored LH NetServer, Pro-Com CD-ROM Tower Server, Cisco Router, Cisco hubs and gateway; maintenance on Novell and WANG System. Utilized, installed and configured AutoCAD and ink plotters

### **EDUCATION AND TRAINING**

**A.S. Degree** - Masters Institute, San Jose, CA - System Administration/Database Management Program (118 Units)

Courses include: SCO Unix, Novell, Access Database

Western Governors University, Salt Lake City, UT – Information Technology major  
(completion of 70 Units towards B.S. Degree) 2011-2016

Learn IT, San Francisco, CA 2009-2010: CompTIA Network+, Cisco prep CCNA ICND1, ICND2