

# Roderick Rose

## Help Desk Technician Tier 3

Oakland, CA 94605

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510-990-1761

Information technology professional with a background in project management, business and systems analysis, installation and configuration seeks position as IT help desk in a fast-paced environment.

Authorized to work in the US for any employer

## Work Experience

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### Assistant manager

Grove Inc - San Francisco, CA

September 2019 to Present

- Handle tickets from zendesk
- Solve all computer issues
- Create accounts in g suite
- On board new employees
- Setup computers and desk for incoming employees
- On boarding process explain and show if needed computer functions and tools for day to day success
- Conduct orientation for new employees

### Help Technician Tier 3

Telecarecorp - Alameda, CA

February 2018 to August 2019

Provide help desk support for a company of 3000+

- Network Security, including vendor management, security administration, installation and maintenance of security software
- Build and manage onboard and offboard processes from a technology standpoint
- Administer and train on company-wide software, including Google Apps, MS Office, Slack, Confluence
- Work with vendors to negotiate contracts and make sure the network is running smoothly
- Support and maintain MacBook Pro, Macbook Air, Apple TVs, ipads, iphones

### Technical Support Tier

Blackboard INC

January 2017 to February 2018

Implementation of technology during curriculum development.

- Develop and support methods and procedures for synchronous technology adoption into curriculum such as video conferencing, Voice over IP, POS Peripherals, Printers Credit card readers etc.
- Develop and create documentation and support materials for curriculum and instruction technologies.

- Maintain learning management systems which including course content, enrollment data, customer data, etc.
- Provide remote troubleshooting solutions for computer or operating system issues that affect course delivery.
- Work closely with other departments for collaborating IT projects.
- Train other staff and stakeholders on technical issues as needed.
- Provide technical support to web conferencing system users.
- Provide remote troubleshooting solutions for computer or credit card system issues that are affected.
- Analyze complex computer systems, identify problems, and develop and implement logical conclusions and effective solutions.

## **Content Reviewer - Quality Review Manager**

Facebook

August 2016 to January 2017

Maintain company quality standards

- Review processes and systems on an ongoing basis to determine where improvements can be made
- Oversee the processes to ensure quality
- Actively participate in production meetings with the team
- Track project performance, specifically to analyze the successful completion of short- and long-term goals.
- Develop comprehensive project plans to be shared with the team.
- Use and continually develop leadership skills.
- Perform other duties as assigned with minimal instructions.

## **Content Reviewer**

Google, Inc

March 2014 to August 2016

Oversaw implementation of application developments.

- Identified and corrected performance issues.
- Entered commands and observed system function to verify correct operations and detect errors.
- Maintained records of daily data communication transactions, problems and remedial actions taken.
- Evaluated and conducted technical and functional research and analysis.
- Participated in special projects, external audits, evaluations and process improvements.
- Provided after-hours support for applications and project efforts when needed.
- Designed solutions driving continuous improvement to various applications such as gaming, technical, social, auto and mobile applications.
- Responsible for Tier 3 support resolving escalated developer issues.

## **Network Analyst**

Gap Inc

February 2013 to November 2014

Spencer Technologies ( Gap Inc.)

- Planned layout, installed and maintained all network components.
- Designed, analyzed and provided technical support for data communications networks as well as group of networks.
- Conducted research and evaluation of network technology and recommended purchases for network equipment.

## **Help Desk Support Technician**

JP Morgan Chase

October 2012 to December 2013

Provided base level IT support to non-technical personnel within the business.

- Installed software, modified and repaired hardware and resolved technical issues.
- Identified and solved technical issues with a variety of diagnostic tools.
- Followed up with clients to ensure optimal customer satisfaction.

## **Deployment Technician**

Metters Inc

July 2012 to August 2012

NASA

- Maintained Client/Server Administration for 80+ users.
  - Provided one on one technical support. (Desktop Images, Hardware Upgrades, Backups, Ghosting)
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- Installed programs for Apple MacBook Air/Pro and Microsoft Windows.

## **Education**

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### **Associate of Applied Science in Applied Science**

ITT Technical Institute

2014

## **Skills**

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- INFORMATION SECURITY (3 years)
- LINUX (5 years)
- LOGISTICS (3 years)
- LOGISTICS MANAGEMENT (Less than 1 year)
- MAC (10+ years)
- Computer Networking (10+ years)
- Help Desk (10+ years)
- Active Directory (10+ years)
- Operating Systems (7 years)
- System Administration (8 years)
- Network Support (6 years)
- Technical Support (10+ years)
- Microsoft Windows (10+ years)
- LAN (6 years)
- VMWare (7 years)
- DHCP (10+ years)

- DNS
- TCP/IP (8 years)
- Software Troubleshooting (10+ years)
- Microsoft Windows Server

## Certifications and Licenses

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### **Network+ Certification**

May 2010 to Present

Graduate of ITT technical institutions

## Additional Information

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### Skills

- Knowledgeable in Mac systems ● Systems analysis
- Development and Management ● Analytical thinker
- Linux and Unix expert ● Remote access support
- Networked applications ● Strong communication skills
- Leadership ● System administration
- RAID Technology ● Information Security
- Logistics Management