

DAVID EKLOVE

Computer Network Support / Helpdesk Support Specialist

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SKILLS SUMMARY

Over 15 years of experience providing tech support to organizations with one to one hundred end users. Expertly analyzes, diagnoses, and resolves technical and end-user issues in a customer-service oriented environment. Works effectively in a team to meet deadlines and balance work requests. Uses professional written and verbal communication skills. Clearly explains project goals and outcomes. Makes informed recommendations regarding computer equipment purchases. Skills include:

Windows 10	Windows Server 2012 / 2008 / 2003	Office 2016 / 2013 / 2010
Hyper-V	Exchange 2013 / 2010 / 2007	Active Directory / LDAP
Apple iOS / MacOS	Android OS	Blackberry Phones / Server
Virus / Malware Removal	Windows Deployment Services	Remote Access Technologies
TCP / IP	Relational Database / Application	Terminal Server
Citrix	Network Installation / Configuration	LAN / WAN Technologies
Cloud Infrastructure	Security / Compliance	Printer / Scanner Management
	Internet Technologies	

PROFESSIONAL EXPERIENCE

Computer Technician, Futures Explored Inc., Concord, CA (10-2015 to Present)

- Assessed computer hardware at our e-waste sites to determine if it was usable in our IT infrastructure
- Prepared computers for deployment, which included installing operating system and application software.
- Advised on Hardware Purchases
- Performed server maintenance tasks including management
- Maintained equipment inventory

Contract Computer Technician, Special Olympics of Northern California, Concord, CA (6-2013 to 9-2014)

- Built new Virtual Windows 2008 R2 Network which included an Exchange 2010 Mail Server, 2 Remote Desktop Services Servers, with Symantec Endpoint, Spiceworks, and a Microsoft SQL Server.
- Performed Mail migration from Exchange 2003 to Exchange 2010
- Managed day to day network operations through the use of the Spiceworks ticketing system
- Provided Customer Service to internal employees
- Worked with Hardware, Software, Technical and Cloud vendors on a daily basis
- Managed VPN with 6 remote offices
- Performed maintenance on Citrix Array
- Performed Mail Server administration on Windows 2003/Exchange 2003
- Provided Customer Service to internal employees
- Performed network user management tasks on Windows 2003/2008 domain
- Assisted in development and acquisition of new email system

Computer Technician, East Bay Computer Services, Oakland, CA (6-2010 to 11-2012)

- Performed server checks remotely using Microsoft Terminal Server Client
- Performed on-site and remote network maintenance
- Provided end-user support and problem resolution for desktops, laptops/notebooks, printers and other peripheral hardware and software applications
- Recorded time in ConnectWise, maintained client documentation and set up appointments
- Participated in rotating off-hours for on-call support
- Reviewed monitoring tools and made immediate recommendations/fixes to customers' networks
- Identified and alerted Microsoft to Exchange Server crash problems caused by outdated UPS software

Computer Sales Technician & Geek Squad Agent, Best Buy, Brentwood and Pittsburg, CA (3-2007 to 12-2009)

- Assisted customers with their laptop and desktop computer needs
- Mentored other employees on assisting customers on the computer sales floor and Geek Squad
- Performed inventory management and merchandising
- Set up all pre-setup laptops by simultaneously installing applications on multiple machines

IT Department Student Intern, Heald College, Concord, CA (1-2005 to 10-2006)

- Assisted students and teachers in the use of campus technology
- Performed network maintenance under the supervision of the campus network staff
- Assisted in quarter-break campus re-imaging of 400+ desktops

EDUCATION AND CERTIFICATIONS

A.A.S., Network Technology, (MS Windows 2003 Systems Administration), Heald College, Concord, CA (2007)

A.A.S, Information Technology (Network Systems Administration), Heald College, Concord, CA (2006)

CompTIA A+ Certification – Career ID # COMP001003666425 (Certified 1-2005)

Microsoft Certified Professional – Windows 2003 Server (Certified 5-2007)

Microsoft Certified Professional – Windows XP (Certified 3-2007)