

Ethan Pearl

(925) 683-0443 – Ethan.Pearl64@gmail.com
(www.linkedin.com/in/epearl)

PROFESSIONAL OBJECTIVE

Looking for a permanent, long-term opportunity, utilizing my 11 years of technical expertise as an IT Support Technician, focusing on meeting internal & external client needs.

HIGHLIGHT OF SKILLS

- Mac OSX Setup & Troubleshooting
- Software Break/Fix
- Integrated Mobility Experience
- Remote Technical Support/Multiple Platforms
- Audio/Video Conference Rooms
- Advanced Windows 7 & 10
- Advanced Microsoft Office 2016, O365, Skype
- Internet Explorer, Adobe Acrobat
- HP & XEROX Diagnostic & Networking Skills
- Exceptional Communication Skills
- Exceptional Customer Service/User Experience Skills.
- Multitasking Efficiency with Attention to Detail
- Independent Problem Solver & Positive Team Player
- Remote Technical Support on Multiple Platforms
- Trainable & Willing to Learn New Skills
- Excellent Time Management & Follow-through
- Dependable, Hard Working Team Member
- Reliable, Flexible & Motivated

RELEVANT WORK EXPERIENCE

Local Deskside Support, **Wipro**, San Francisco, CA

August 2018 – December 2019

- Provide Superior Technical Customer Support at Levi Strauss & Co.
- ServiceNow (Asset Tracking & Service Requests)
- SCCM 2012 Imaging & Deployment (New & Upgrades).
- JAMF Apple MacBook MDM Imaging & Deployment (New & Upgrades)
- Active Directory (Password Reset & User Account Information)
- Adobe Enterprise Suite (Adobe Cloud)
- Deploy & Reclaim Equipment to User Community
- Move Users from Old Desk to New Desk Locations
- Inventory Management (Weekly: Ink & Toner, & Various Equipment & Supplies Inventory Counts.)
- Printer Installation & Troubleshooting.
- Daily Video & Voice Conference Room Testing (VOIP Skype for Business)
- Process Equipment RMA's | E-waste Inventory & Disposal

Field Service Engineer, **Apex Systems**, San Francisco International Airport, CA

September 2016 – April 2018

- Provide exceptional Technical & Customer Support for United Airlines Maintenance Operation Center (1000+)
- Deploy new & replacement equipment - desktop, laptop, printers and Software label printers.
- Pilot iPad project – Replaced & Setup 1000+ iPads for Western Region (SFO/LAX AIRPORTS)
- HP Asset Track/Manager for equipment information and work orders. Update asset status.
- Microsoft Active Directory Administrative Center to lookup workstation profiles & user information.
- Image equipment using Microsoft SCCM 2012 (Software Center) & installing software applications.
- Works with high-level executives and managers to maintain workplace efficiency across various departments.
- Trace & activate network ports on switches using a FLUKE device.
- Perform on-boarding & off-boarding procedures of end users.
- Responsible for E-Waste Inventory and Disposal.
- Break/Fix equipment as needed.
- Xerox Multi-Function Printer Troubleshooting & Repair

Ethan Pearl

Desktop Support Specialist, **NetView**, San Francisco, CA

December 2015 – June 2016

- Provided superior Customer Service & Technical Support for both onsite & remote user communities (300+)
- Troubleshoot MacBook Pro Laptops, OS X, Wi-Fi, Hardware/Software Issues Microsoft Surface Pro 3.
- Troubleshoot Skype/Lync Calls on Polycom/Crestron Audio/Video Conferencing Equipment & Xerox Printers.
- Closed 10+ tickets daily using ServiceNOW "ServicePOINT" ticketing system. Asset Management
- Implemented a large Refresh Project deploying 300+ PC Laptops; performed data transfer to new laptops.
- Client deployment & installation of Microsoft Office 365; Performed On/Off boarding procedures.
- Imaged multiple laptops using company provided image & verified systems to Active Directory.
- Supported many high-level executives and managers across various departments

Easy Tech Associate, **Staples**, San Ramon, CA,

April 2014 – December 2015

- Top Sales Team Member 2014 - Exceptional Customer Service, Product Information & Sales.
- Provided phone & in-person technical support. Performed system intake procedures, using company diagnostic tool to determine customer computer problems. Explained & recommended appropriate solutions and services.

IT Technician, **Xanterra Parks & Resorts**, Grand Canyon National Park, AZ

September 2011 – May 2012

- Provided Network Support to 150 end-users, 200 systems with Multiple OS at 8 Properties.
- Used HEAT Helpdesk Software to record 30 tickets per day.
- Supported technologies: Active Directory, Exchange E-Mail Account Setup, Wi-Fi Setup, Windows Server 2003 & 2008, Tape Backup, Drop/Add PC's from domain & printer repair.
- Managed hospitality applications including: Opera PMS Hotel Reservations, Raymark POS, & Aloha Food & Beverage OSPOS.

EDUCATION

Diablo Valley College

- Certificate of Achievement in Computer Technical Support – December 2007
- Certificate of Completion in Computer Technical Support – August, 2007