Mark Ellis

OBJECTIVE

- Strive to be innovative and to find solutions
- Highly collaborative but can also work independently
- Capable of meeting expectations in a fast-paced environment
- Comfortable with using and navigating Windows, Mac, and iOS systems

Software: ServiceNow, VMware, Lansweeper, JAMF, G Suite, Microsoft Office (PowerPoint, Word, Excel)

Hardware: PC repair and troubleshooting

Certifications: PC Pro

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EXPERIENCE

Desktop Support Technician

Cedars-Sinai Medical Center • Beverly Hills, CA

February 2019– August 2019

Desktop Support Technician

UCLA David Geffen School of Medicine • Westwood, CA

November 2019– October 2021

Summary of Responsibilities

- Provided IT support to users with Windows and Mac systems.
- Proficient in hardware setup, software installation/configuration, Active Directory, imaging and troubleshooting.
- Provided support to both remote and on-site users in diverse environments.
- Tasked with providing IT support to end-users through a ticketing system and deployed software to laptops, desktops, and tablets.
- Configured proprietary software such as Care Connect, Citrix, Global Protect VPN, Aruba ClearPass On Guard, RDP, JAMF, and more.

EDUCATION

WEST LOS ANGELES COLLEGE | Culver City, CA

- Computer Science

LEADERSHIP

Successfully operated on a project that was tasked with imaging over 100 clinical workstations and tablets within one week.

REFERENCES

[Available upon request.]