Jeffrey De Guzman

Las Vegas, NV
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As an Experience IT Professional to obtain a position in Information Systems Technology utilizing my strong, solid background with Software Applications, Computer and peripheral support. In which I can fully apply my knowledge and practices on both hardware/software maintenances while providing a High-Level of Customer Service and Satisfaction.

Authorized to work in the US for any employer

Work Experience

Information System Technical Support Specialist

Centennial Hospital - Las Vegas, NV
August 2020 to November 2020

contract)
Part of the IT team supporting E/U's which consisted of Management, Doctors, Nurses and other related Medical Departments. Utilize CA Technology Ticketing System to maintain daily assignments for tracking and monitoring issues. Extensive use of AD for User, Computer and OU interactions. Worked on WOW's (workstation on wheels) DELL Small Factors 7000 series and DELL Surface Pro Laptops. Supported Network Printers (HP & Ricoh) and worked on other peripherals such wired scanners, Fujitsu Document Scanners, Motorola Wireless Scanners & Zebra Label Printers. Supported various software applications (M/S Office 365, OneDrive, Outlook Mail, CITRIX and Terminal Emulator software (HUMMINGBIRD) and also CERNA Health Management Software on WIN 10 platform. Interaction with Networking devices such as switches for patching and use of Fluke Instruments for diagnosing network connection issues and troubleshooting. Other applications used are Tight-VNC for remote access, Imprivata for Identity Security, Trend Micro for Security Agent, and various In-House applications. Supported CISCO IP Phones and also CERNER Cell Phone Devices.

WIN10 Imaging/Deployment Specialist /Analyst

SAND'S Corporation - Las Vegas, NV
February 2020 to June 2020

contract)
Experience with PC refreshes from WIN7 O/S to WIN10 O/S deploying new IT equipment (PC, Laptop, Docking Stations for Laptops, keyboard & mice and Cable Management). Creating images utilizing SCCM via PXE boot process, installing software packages and utilizing (PSAD) PowerShell for validation of the procedures and for maintaining integrity. Active Directory knowledge for computer Networks, User, Domains and Organization Units. Migrating network printers and other devices being used also for End User. Knowledge of Microsoft services from MS Office and Windows 7/ Windows 10 operating systems, and standard Networking Protocols (including TCP-IP and Ethernet scopes). Working knowledge and understanding of SCCM (MDT/WSUS) for imaging & software distribution. Must have strong Customer Service skills to deal with End Users for (PRE) on-site equipment deployments. Provide assistance with the new equipment and applications for the (POST), making the overall

experience for the End User an easy & painful transition. While enhancing their abilities to interact with their new O/S & new technology to experience.

IT Help Desk Analyst (contract)
MGM Properties - Las Vegas, NV
December 2019 to February 2020

IT Technical Service Desk/ IT Help Desk Analyst Level I & II
At MGM you are often the first point of contact for MGM properties and it's clients. Using your customer service skills, problem-solving, and communication skills, you provide them with remote technical assistance for common computer issues via by telephone and also be able to remotely access their computer system to determine the problems with applications not working. Calls can consist of different levels, from password issues, emails and application troubleshooting, across the MGM platform environments. There are at least 15-20 major applications being used in a daily basis that can have issues for the End User, which consist of different Departments, from House Keeping Dept. all the way to Management Teams and Hospitality. The Service Desk Analyst must be able to resolve the problem or at least OPEN a ticket to hand off issues that are not resolved by the Help Desk to local IT support to deal with the problems. Must work on a Ticketing System and document all issues for every call received also follow up on OPEN ticket issues that needs resolving. These are also the daily task of a Service/Help Desk person.

PC Desktop Technician Support
Robert Half (RHT) - Las Vegas, NV
June 2019 to October 2019

contract)

• Working as an IT contractor for Clark County Water Reclamation District in Las Vegas, NV - to assist their IT Department with the WINDOWS 10 conversion project layout
• Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals for upgrades
• Documents, maintains, upgrades or replaces hardware and software systems, includes vendor and In-House Applications
• Utilizes AD (Active Directory Services) to support and maintain user account information including rights, security, systems groups and proper OU's
• Trains employees, identifies, analyzes, and repairs product failures, orders and replaces parts as needed and work with necessary Vendors to accomplish task
• Determines and recommends which products or services best fit the customers' needs, "is this a good fit" & optimizing the performance of the systems environment, including reconfiguration, maintenance
• Utilized WIN 7 and WINDOWS 10 environment; experienced with Windows 10, this is a Windows 10 refresh project with about 500 computers units to migrate
• MDT (SCCM) Candidate will be re-imaging new/old units with Windows 10, then transfer user data from old machine to new machine, working knowledge and utilizing POWERSHELL Scripting for error
• Support Microsoft Office Application and Emails (OUTLOOK & EXCHANGE) and also SKYPE for business
• Desktop break fix experience with laptops is a skill set needed
• Program & Setup mobile cellular for new users or for replacement
• Configure and troubleshoot VOIP phones for existing and new deployments

• Hands on experience with using (MSP) Service Now Application System with Ticketing Application included
• Orders and gathers equipment, supplies and tools required to complete service tickets
• Excellent Soft Skills to interact with users and high profile management Teams
• Interpersonal skills using tact, patience, and courtesy
• Demonstrates initiative and resourcefulness in finding solutions to problems independently of others
• Ability to work independently with minimal supervision and a Team player

IT Deployment Tech./ IT Support

AHERN RENTALS - Las Vegas, NV
January 2019 to March 2019

contract)

• Refresh Migration from Windows 7 to Windows 10 O/S for about 200+ units consisting of HP Desktops & Laptops, M/S Pro Surface Laptops, HP Thin-Client and IBM/Lenovo Mini series
• Redeploy HP G1 Desktop Units after being cleaned, inspected, add Memory if needed,
• Imaged through MDT/SCCM processes (Windows 10, M/S Office 2016, M/S Outlook 2016, AS400, Web-root, On-Base, M3 Smart Office, PIVOT, Simplicity & misc. softwares deployed
• Utilized Application Tools such as Active Directory (AD), MSP-Connect Wise Automate, Connect Wise Remote, Web-root Secure Anywhere Security, PowerShell scripts, Registry, Cisco Connect (VPN), One Drive Storage, ZOOM, Force point AP-Endpoint Diagnostic Tools, Windows Defender
• Deployed through various locations of Ahern Rentals & Xtreme Manufacturing and other Locations with Multiple Domain Environments and different OU's of Departments within the Company Network structure
• Remote Access Deployments done after hours also for different locations outside of Nevada
• Environment consisting of VoIP Phone System CISCO, HP Print Servers and Automated use of Connect Wise Applications
• Determine origin of computer or network malfunctions and to resole them in timely manner
• Demonstrates a willingness to learn new technical skills and procedures
• Principles, methods and procedures applies in the operation of computers, peripheral equipment, application software and networks
• Interpersonal skills using tact, patience and courtesy
• Excellent Communications skills & ability to work independently with minimal supervision

IT Technical Support (contract)

Modis - Las Vegas, NV
May 2018 to December 2018

• Provide PC/technical support of moderate complexity for local or remote users
• Act as the escalation point for difficult issues and as a peer resource for entry level as appropriate
• Set up and move workstations; repairing PCs; imaging PCs using SCCM; and troubleshooting printer problems and network connectivity issues of moderate complexity
• Respond to requests for software installation and follow procedures for confirmation of approved software and licensing availability
• Configure and troubleshoot issues as needed and escalate for evaluation and complex troubleshooting if necessary
• Determine origin of computer or network malfunctions and resolve them in a timely manner
• Troubleshoot issues with telecommunications service, equipment and setup within defined procedures. Follow appropriate escalation paths as necessary. VoIP Phone System AVAYA.

• Assist with ISP connectivity issues for work at home employees with company provided ISP service
• With moderate supervision, conduct computer diagnostics to investigate and diagnose hardware and software problems. May replace defective components, and provide technical assistance
• Notify licensing Asset Manager regarding unused licenses and follow proper controls in accordance with company policy and procedures
• Facilitate IT help tickets to closure in a timely manner and assist lower level IT Support Technicians in resolving larger issues.
• Citrix-Receiver Environment for Windows Virtual Desktops Utilized by Users. Environment also included PGP Encryption Application.

IT Desktop Support Technician (contract)

DELL (MGM) - Las Vegas, NV
February 2018 to May 2018

• Currently working as a Contractor for DELL Computers doing "REFRESH" for MGM Grand and its 13 Properties in the Greater Las Vegas Area (Strip)
• Working in M/S Windows 2007 & 2010 Environment
• Experience upgrading M/S Windows O/S (7 to 10) and M/S Office 365
• PC Break Fix & Maintenance skills, including memory upgrades
• Experience troubleshooting basic software & hardware issues
• Working knowledge of MDT (SCCM) as a Deploying Application Tool
• Have experience supporting 200+ more Desktops / Laptops
• Knowledge of Basic/Advance Networking Technology, LAN, WAN & Wireless Technologies
• Knowledge of M/S Active Directory for Computer & User Maintenance / Software Application pushes (SAFLOK, OPERA & other Applications)
• Knowledge of TCP/IP, DNS, NETBIOS and WINS, (802.11 Wireless and 802.1 Certificate Authentications
• Excellent Communications skills & ability to work independently with minimal supervision

System Administrator/ IT Support Technician

ROSS STORES INC - Perris, CA
August 2016 to January 2018

• Responsible for first & second level of support for the ROSS Distribution; an almost 2 Million square-foot facility with about 400 hundred employees
• Participated in the "REFRESH" for the entire facility to upgrade and maintain their computer units. Tasks included:
◦ Imaging "New" PC units with O/S and basic applications
◦ Performing Data Transfer of User Profiles Account, Data files moves, and installation of misc. Applications and software needed for production function.
◦ Utilized Active Directory for user/computer maintenance and software pushes through profiles.
• Systems administration in a variety of software and hardware, Excellent Communications skills & ability to work independently with minimal supervision, Firmware environments, telecoms/PBX administration, root cause analysis in problem solving, and assistance in managing the daily activities of the department.
• Created and managed user accounts in Active Directory, Exchange Management Console, and other systems as needed.
• Utilized Active Directory to setup shared mailboxes, calendars, service accounts, test accounts, distribution groups, etc.

• Provided queue support and management to ensure that tickets are being addressed in a timely and efficient manner.
• Successfully handled multiple priorities with a high level of discipline while remaining flexible.
• Minimized user productivity loss caused by security changes
• Orders and gathers equipment, supplies and tools required to complete service tickets
• Provisioned CMS profiles, authorization codes Provision LM, Excellent Communications skills & ability to work independently with minimal supervision, User profiles, cashier codes safe file permissions, Winet Provision Showcase access, VPN access Excellent Communications skills & ability to work independently with minimal supervision
• Installation of Routers, Switches, Cable management, WAP's, UPS Backup Power Supplies and other Networking Devices such as Brocade Appliances and Voice Technologies
• Utilized Networking Tools (FLUKE) to diagnose and determine Networking issues
• Experience with network routing and switching configurations and storage solutions
• Troubleshoot POS System in-store occasionally
• Hardware supported: Dell Systems (Desktop, Laptops & Micro-PC) and HP Thin-Client on Windows 7 Pro O/S & Windows 10 Supporting HP Network Printers, ZEBRA Printers 110Xi4 & GX430t Label Printing, Motorola RF 9000 Series Wireless Scanners and Motorola Gladiators. Microsoft (Office, Outlook and other Vendor products). Working with WMS system, ORACLE and JAVA interfaces. VoIP Phone Systems (CISCO) & Blackberry (Mobile) Enterprise Support, POS Retail System

IT Desktop Support Technician (contract)
CHANNELL COMMERCIAL - Temecula, CA
February 2016 to September 2016

• Supported the corporate office in Temecula, California supporting the business and management division and the labor force personnel.
• Duties performed involves Administration function utilizing Active Directory for LDAP and Domain Services, CISCO IP Phones and Apple Mobile devices & Ethernet CAT6 Cable (Gigabit), Perform System Backups ON-SITE
• Wireless device configuration, installation, and troubleshooting
• Determine origin of computer or network malfunctions and to resolve them
• Utilized Networking Tools (FLUKE) to diagnose networking issues
• Communicate effectively in both oral and written form
• Excellent Communications skills & ability to work independently with minimal supervision
• Environment: Win 7 Pro, Win 8.1 Pro O/S platform with MS Office Pro, MS Outlook Mail, Oracle, JAVA, Solar Winds ticketing system and other In-house Applications. Hardware support of Dell Desktops/ Laptops/ Venue Tablets, Ricoh Printers, Zebra Printers, Intermec Printers, Motorola Wireless Scanners, Intermec Wired Scanners and WAP within the compounds, Citrix-Receiver Environment for Windows Virtual Desktop Utilized by Users. With PGP Encryption Application

Technical Support Specialist (contract)
INNOTRAC - Redlands, CA
October 2015 to January 2016

• Responsible for first & second level of support for the San Bernardino Fulfillment Center about 200,000 square-foot facility supporting about 150 plus workers
• Utilized Microsoft O/S VISTA Business on all front-end PC and production environment PC's
• Configure/Troubleshoot Desktops, Applications, and In-house Applications use for Production
• Configure/Troubleshoot MOTOROLA Devices (Wireless Scanners 9000 Series)

• Configure/Troubleshoot ZEBRA Scanner/Printer Devices (Wire Scanner LS2208, Printer 105 SL and Printer GX430t)
• Configure/Troubleshoot Mettler-Toledo Scale (Model BC)
• Configure/Troubleshoot RICOH Printers (SP-4100NL) for printing issues, Toner, Fuser and Maintenance Kits.
• Troubleshoot any Network Issues such as Wireless Access Points (WAP) and Security Cameras for Interior/Exterior monitoring
• Worked with Cabling RJ45 for needed Network Access or needed Network Drops
• Provided Support to WMS Application on the Production side environment
• Imaged PC's and Laptops via GHOST & PXE Boot environment
• Perform general system administration duties in a Active Directory (Password resets & Add/Delete users)
• Utilized WORKFRONT application for Tickets and Tracking environmental
• Support/Troubleshoot Phone System Century Link
• Environment: M/S VISTA Business, Microsoft Office, Warehouse Management System (WMOS), Adobe Software's, UPS Printing System, Motorola Wireless Scanners, ZEBRA Printers, RICOH Printers, Mettler-Toledo Scales, Motorola Access Points (WAP), Ethernet GIGABIT Environment, GHOST/PXE Boot, Microsoft Active Directory (AD), WORKFRONT Ticketing System, TCP-IP Protocols and Century Link Phone System & 3rd Party Provider, Go-To-Assist & Remote Desktop, VPN, IDF Environment, VMWARE, PGP Encryption Application.
• Excellent Communications skills & ability to work independently with minimal supervision

IT Support Analyst/System Administrator
HARBOR FREIGHT TOOLS - Moreno Valley, CA
October 2012 to August 2014

• Responsible for first & second level of support for the DC, Excellent Communications skills & ability to work independently with minimal supervision, Distribution Center facility in Moreno Valley; a 1.5 Million plus square foot warehouse environment Facility
• Assist staff with the installation, configuration, and using, Excellent Communications skills & ability to work independently with minimal supervision, performing usability of desktop computers, peripheral equipment, thin clients, and software within established standards and guidelines
• Configure/Troubleshoot hand-held scanners, Wireless Access Points, and warehouse networking
• Configure/Troubleshoot desktop issues and applications; support, maintain and administer third party applications
• Cable/Replace any failed WAP hardware for warehouse, wireless access support mounted at 30 feet and higher utilizing a scissor lift or forklift
• Provide a point of escalation and support to the network and desktop support group
• Produce appropriate documentation for application deployment, configuration, and related processes
• Participate in disaster recovery planning, testing and response
• Perform routine preventative maintenance on all hardware on a routine and scheduled basis
• Perform network troubleshooting to isolate and diagnose common network problems
• Excellent Communications skills & ability to work independently with minimal supervision
• Troubleshoot POS System in-store occasionally
• Environment: M/S WIN 7, M/S Outlook 2010, M/S SQL DB, Motorola/CISCO WAP, Wireless Motorola RF Scanners (9090/9190/Gladiators-4090), Ricoh Printers, Zebra 110Xi4 Printers , DELL Desktops, Lenovo Think Pads, ORACLE R12 Software, McAfee Anti-Virus, Active Directory, Quick Base Ticketing System, Manhattan (WMS-ORACLE) Software, Solar Winds Network Performance Monitor (MSP Software), MDF

& IDF Network Concept Environments, Shore Tel Communicator Phone System, DEMATIC MHE System - Cirrus (HMI), Cisco VPN, TCP-IP Protocols, Allen Bradley Devices & Controllers, PGP Encryption, CITRIX, Blackberry Devices (BES), HP Thin-Client & ETHERNET CAT 5/Fiber Optics, PGP Encryption Applications and POS Systems

PC Support Technician (contract)
TIME WARNER CABLE - Palm Desert, CA
January 2012 to April 2012

• Supported about 300+ users at Call Center Facility in Coachella Valley
• Resolved desktop hardware and software failures
• Performed on-site and off-site repair of personal computers, printers, scanners
• Provided personal computer software application support and troubleshooting which included third-parties software and In-House applications
• Conducted end user training on personal computer applications and network systems
• Performed backup of user and system files essential to daily operations and disaster recovery
• Participated in network upgrades and system roll outs (Refresh) of PC and Laptops; imaging w/ MS Windows 7 through Altiris (Symantec) software w/ PXE boot
• Excellent Communications skills & ability to work independently with minimal supervision
• Environment: M/S Win XP, M/S Win 7, M/S Outlook, M/S Silverlight, Adobe Software's, DELL Laptops & DELL Desktop platforms, Panasonic TOUGHBOOK 19 (laptops), HP Printers, Zebra Scanners, Motorola Wireless Scanners, Active Directory, Altiris and PXE imaging boot systems, Anti-Virus products and In-House Software's, GHOST Imaging, Altiris Agent Software, Cisco VPN, TCP-IP Protocols, CITRIX , PGP Encryption

PC Deployment Technician II
SCE (Southern California Edison) - San Clemente, CA
October 2011 to January 2012

• Supported the SONGS Facility, San Onofre Nuclear Generating Site -about 3,000 users
• Installation of WIN7 O/S or WIN XP O/S on DELL compliant models of PC's and Laptops in a Pre-Execution Environment (PXE) and ALTIRIS or utilizing SCCM imaging deployment (MDT)
• Supporting of multiple O/S platforms & Business Software's which includes In-House Applications and ALL aspects of computer related hardware and software products
• Migrate and upgrade PC & Laptops without data loss and minimum impact to clients
• Imaging PC's & Laptops, backing up data and restoring data for users
• Support Mobile Device (Blackberry) for new and existing accounts
• Hands-on installation & trouble-shooting either Hardware and Software applications or upgrades
• Working with a Ticketing System to update SAP and tracking of work order paperwork
• Material movements of computers & other peripherals, (removing - installing)
• Working in a TEAM environment to ensure quality & performance measures are satisfied
• Excellent Communications skills & ability to work independently with minimal supervision
• Environment: MS Windows 7, Windows XP, LOTUS Smart Suite, LOTUS Notes, Ethernet Environment, Active Directory & SCCM, Altiris Agent, PXE Environment, DELL Desktops & Laptops, HP Printers & Zebra Printers, Blackberry Mobile Devices, TPC-IP Protocol, Back-up & Restore Data, Cisco VPN, ETHERNET CAT 5/Fiber Optics

Systems Engineer
DHL EXPRESS, LOGISTICS - Riverside, CA
January 2006 to April 2009

• Supported the West Coast Distribution Hub located on the March Air Force Reserve site which was over 260,000 square-foot facility
• Provide 24/7 on-call support, which included Participation in weekend maintenance activities when required
• Configure/Troubleshoot RF hand-held scanners, Wire-less Access Points, and warehouse networking equipment's
• Supported and maintained computer, connectivity/Internet hardware and software including third party applications and In-House software's
• Installs, configures, and maintains operating systems and servers in support of business processing requirements, determines the cause of, and corrects instances of server performance degradation.
• Schedules, performs, and maintains software installations and upgrades to operating systems layered software packages utilizing Altiris software agent
• Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions
• Conducts routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines
• Demonstrates understanding of servers and utilities by designing and implementing,
• configuration and methods to ensure and achieve optimum performance levels
• At higher levels, recommends appropriate hardware/software platforms and recommends systems integration required to support business applications needs
• Leads technical monitoring activities of management information systems including operating systems, networks, databases, general controls and applications; assesses reliability, integrity, availability, completeness, and accuracy of the IT Service provided
• Administers problem management process including monitoring and reporting on problem resolution
• Supported about 50 internal users with desktop support functions
• Communicate effectively in both oral and written form
• Excellent Communications skills & ability to work independently with minimal supervision
• Environment: Communicate effectively in both oral and written familiar with Siemens HMI usability , FKI and SICK Logistics Automated Sorting System, Windows XP Server and MS XP Desktops/Laptops, UNIX/LINUX Server, MS Office Pro, MS Exchange, ETHERNET CAT 5/Fiber Optics, Raid, DHCP, TCP-IP Protocols, Fiber Optics, DSL, T1, T3, Motorola Scanners (wireless) , Data logic Scanners, Intermec and ZEBRA Thermal Printers, Mettler-Toledo Scale Jags, Symantec Anti-Virus, Altiris Agent Software, HP Open-view, Active Directory, FKI (HMI) Systems in Production Environment and IDF's & MDF's Network concept, Working Knowledge of Allen Bradley PLC's units.

*** Prior to the year 2000 and earlier Retail Work Performed ***

Computer Network/Telecom Technician
APPLIED COMM. INC
October 1986 to June 1987

Utilized the TANDEM Non-Stop II with the B30 and B40 versions of the O/S in a BASE24 POS application environment on a GUARDIAN 90 and TMF facility.
Assist users with their P.O.S. machine and familiarize them on the operational procedures.
Dispatched trouble calls to appropriate stations where P.O.S. systems are down and maintain a log for downtime and calls.
Monitor communication devices using PROTOCOL ANALYZER and a SPECTRON BOARD PATCH PANEL with an attached scope for circuit integrity.
Ability to diagnose modems and RJE lines for transactions, verify line circuits via MUXES.

Environment: TANDEM Systems, BASE 24 O/S, Guardian 90, TMF environment, Protocol Analyzer, Modems/Muxes, OPENNET and POS (Point-Of-Sales) Retail Systems

Education

Certification
LOS ANGELES VALLEY COLLEGE - Van Nuys, CA
March 2012

Certification
MOUNT SIERRA COLLEGE - Pasadena, CA

A.S. in Computer Science Information Technology
GLENDALE COMMUNITY COLLEGE - Glendale, CA

Skills

- Active Directory
- LAN
- Microsoft Windows Server
- VMWare
- DHCP
- Microsoft Windows
- TCP/IP
- VPN