

# EDGAR DEGUZMAN

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## SUMMARY OF QUALIFICATIONS

- Over 10 years diverse IT skill set experience which includes Desktop Support, Helpdesk, Network, Field Support of end-user workstations within Windows 10, 7, XP, NT, 2000, Vista, Citrix, Unix, Novell and AS/400. Proficiency on installing, analyzing, configuring, troubleshooting and resolving a variety of software and application support which includes SaaS Office 365, Outlook, GroupWise, imaging, deployment, migrating, upgrading a wide variety of hardware. Includes remote control support and network infrastructure support within heterogeneous TCP/IP LAN/WAN, Wi-Fi network environment, POS systems and peripherals.
- Experience utilizing Active Directory, Mobile Iron, SharePoint, Umbraco CMS and MS Exchange
- Experience with VPN, SSO, A/V systems, Web certificates, RDP, LogMeIn, TeamViewer, JoinedMe, Heat and Skype
- Experience with mobile devices which includes Blackberry server, Bitlocker, Blackberry, Palm Treo, Android, Apple iPhone, iPad
- Umbraco web content editing; Macbook, NCR, IBM POS hardware and peripherals including portable ATM devices.
- Multiple ticketing system experience in Remedy, Heat, Salesforce, Footprints, Kana, Track-IT
- Familiarity with SCCM, Unix, Linux, Oracle/Citrix based clients, Power Shell, VMWare, Slack, Python, SaaS, MS Team, Service Now

## TECHNICAL SKILLS SUMMARY

**Hardware:** Cisco VOIP 7000/8000 series, Cisco switch/routers/hubs, Catalyst 3650, SD-WAN Cloudgenix, Linksys, Dell, IBM, HP, Netgear, Nortel, HP LH NetServer, PowerEdge, PowerConnect, Blade servers, Pro-Com CD-ROM Tower Server, UPS, Sharp, Epson, Lexmark, HP Laser Jets MFP, Xerox/HP/Canon MFP, barcode readers, Fujitsu scanners, Infocus Mondopad Video Tele-Conference, Cisco Polycom, portable ATM devices, Macbook, iPhone, Android Samsung, Apple iPad, Palm Treo, Blackberry

**Networking:** Ethernet LAN/WAN, TCP/IP, IPX/SPX, Wi-Fi, Windows Server 2012 R2, Active Directory, ARS, VLAN, Token Ring, DHCP, DNS, IMAP, LDAP, POP, SMTP, SSL, DSL, RDP, VoIP, Cisco/Pulse VPN, WEP/WPA, WAP, Citrix, NCR/IBM Point Of Sale systems (POS), Cabling, RJ45 termination

**Software / Tools:** WINDOWS 10, 7, XP, 2000, Active Directory, MS Office Suite 365 / 2016, Active Disk, Active Client, MS Outlook 2016, OWA, Bitlocker, Imprivata and LincPass Single Sign On (SSO), Skype for Business, Umbraco CMS, SharePoint, Pulse, Cisco VPN, Adobe CS, Mobile Iron, Salesforce, Active Boot, Visio, AutoCAD, NX Unigraphics, Solidworks, Unix View Now, Oracle, SAP, SQL, Webroot, McAfee, Norton, eTrust, WebEx, NetMeeting, VNC, TeamViewer, LogMeIn, Heat, Remedy, Track-It, Kana, MS Explorer, Mozilla, Opera, Chrome, Safari, Novell GroupWise, UltraBac, ArcServe, Utmaco Safeguard, McAfee/Symantec, Checkpoint, Norton Ghost, Web Jet Admin, LanMaster, Epic, AutoTime, MS Lync 2013

## IT CERTIFICATIONS

CIW Javascript Specialist  
CIW DB Design Specialist  
CIW Web Design Specialist  
CompTIA Security +

CompTIA Project +  
CompTIA A +  
CompTIA Network +  
Dell DCSE Desktop

Dell DCSE Portable  
Novell CNA 4.11  
Novell CNA 3.12

## PROFESSIONAL EXPERIENCE

- Network Technician** – Black Box Corp, Lawrence, PA. (Nesco Resource, Austin, TX) 1/2020 – 10/2021  
San Francisco Bay Area - Servicing Cisco network equipment on LAN/ WAN connectivity troubleshooting at client's site focusing on physical layer 1 which also involves troubleshooting on router, switch, hubs or patch panels, telco router/modems, smart jacks, demarc; responding to SLA level 2 or SLA level 3 incidents. Work also involves site survey, troubleshooting iPads, telco jacks, demarc, providing Desktop H/W support, memory upgrades, Cat6 cable pulls/drops, RJ45 terminations, Cisco VOIP 7000 to 8000 series deployment, troubleshooting and installation. Includes connectivity issues with WAPS, ATM Kiosk, portable payment terminals and debit card readers for Bank of America branches and Meryl Lynch office divisions throughout SF Bay Area.
- Technical CSS** – Precision Document Solutions, Carrollton, TX 2/2019 – 12/2019  
John Muir Health Care – Concord, CA - Provided preventative service maintenance and replenishment of consumables for healthcare client with their HP and Xerox network MFP printers. Manage the client's inventory levels at their facilities. Manage completion of page count collection during monthly billing cycle. Complete product delivery as service tickets are dispatched. Maintain inventory re-stocking on local warehouse inventory.

- IT Specialist / Help Desk** - USDA/ARS, Albany, CA. (Panum, LLC, Bethesda, MD) 9/2017- 9/2018  
 Provided Help Desk / Deskside support to end users for a variety of HW/SW technical issues including network support as well as for enterprise-wide technical end-user support for the USDA / ARS - AFM – WBSC division. Utilized Active Directory Users and Computers for adding laptops to domain and configure, triage, resolve or update ticket issues on issues such as user account set-up on security, remote access, eAuth login, set/recreate password, group membership, create distribution list, Lincpass SSO issues, elevate privilege, move, unlock, activate or disable user accounts. Assisted in GPO updates and implementation. Utilized Mobile Iron for provisioning and to facilitate security settings on iPhone and Android mobile devices. Configure, install, analyze, evaluate, test and resolve a variety of Windows 7 and Windows 10 applications, including Office 365, Pulse remote VPN, web certificate, intranet, internet or network connectivity issues, email, network printing including Dell hardware component issues. Configured laptops for Windows imaging utilizing Active Boot Disk. Worked on SharePoint and on Umbraco CMS local web site content editing. Testing of video tele-conferencing equipment utilizing IP/SIP connectivity such on Infocus Mondopad and with Cisco polycom devices. Utilized Salesforce ticketing platform to triage, resolve, update or escalated tickets.
- Break/Fix Printer Tech** - Perfect Output, Overland Park, KS (Strategic Staffing, Sacramento, CA) 8/2016 - 11/2016  
 Provided on-site break/fix printer support on Xerox printers within Lawrence Livermore National Lab Facility, Livermore. Utilized Footprints ticketing platform for monitoring of managed service provider network printers and ticket resolution on errors, alerts and ink levels. Troubleshooting and resolution of error messages. Replaced fusers, transfer rollers, transfer belts, ink cartridges including local asset inventory and consumable maintenance.
- Desktop Support/Admin** – UTC Aerospace Systems, Suisun City, CA (CSC/The Computer Merchant, Norwell, MA) 3/2015-2/2016  
 Provided Desktop support and utilized Active Directory for over 300 employees on Government aerospace contracts within Windows 7, XP, Dell, HP and Cisco environment per. Utilized RDP, BMC Remedy Help Desk, BMC ARS for Service Request and Move/Add/Change, providing workstation support with various HW/SW installation, configuration, resolution and maintenance; support end-users after domain migration; resolution of LAN, WAN, VPN and WIFI connectivity issue up to IDF patch/switch troubleshooting; shared file/drive, web or wireless certificate and HD encryption issues; imaging and reimaging per corporate std; user data backup/migration, deployment and resolution research; installation and configuration of Citrix and Oracle client software.
- Customer Engineer** - NCR, Oakland / East Bay, CA (Computech Corp, Detroit, MI) 9/2013 -1/2014  
 Provided Point Of Sale system support, installation, configuration, maintenance and repairs of NCR/IBM, PC, Printers, Self-Checkouts, SCO, ATM/MCX Kiosk, Debit Readers and hand-held devices within Windows 7/XP. Analyze and corrected technical problems on equipment within assigned customer accounts; perform periodic preventive maintenance routines; installs or modifications to equipment including overhauls and maintenance repair; perform required modular swaps and unit replacements as needed. Manage customer incidents, respond to a customer call, problem identification and escalation.
- IT Technical Analyst** - Sutter Health, Oakland, CA (PCM / Sarcom, El Segundo, CA) 1/2013-4/2013  
 Provided Desktop support in the rollout, testing and validation of Health care Epic application. Troubleshooted Epic printing, wireless connectivity, barcode readers, Zebra label printers and Fujitsu desktop scanners in a HP, Windows XP and Citrix environment. Install, configure, validated and updated additional software such as Imprivata SSO within hospital environments. Assembly and deployment of wireless computer carts and label printers.
- IT Service Technician** - Dignity Health, Stockton, CA (PFITech, Commerce, CA) 6/2012-12/2012  
 Provided Desktop support to end-users with Windows XP Operating System and Dell hardwares within a hospital environment. Supports, installs and maintain workstation desktop and laptops, local area networks, operating systems, software, and related IT sanctioned peripherals, including troubleshooting to cisco hubs, switches. Utilized McAfee Endpoint Encryption includes BMC Remedy for ticketing, VPN configuration and some troubleshooting of Citrix client applications.
- PC Technician** - Advantage Technical Resourcing, San Francisco, CA 5/2011-6/2012  
 San Francisco Bay Area clients includes: HP, Diebold, Price Waterhouse, Morgan Stanley – Smith Barney  
 Provided various technical support which includes computer and peripheral de-installs, re-installs, testing, verification and Configuration on LCD monitors and HP MFP printers; ATM anti-skimming card reader installs and configuration.
- Field Service Technician** - Smartech and Associates, Austin, TX 11/2010-1/2011  
 Provided Dell hardware client break/fix and warranty support on various models of Laptops or Desktops which includes all replaceable hardware components around the San Francisco East Bay area.
- On-Site Administrator** - Bayer Pharmaceutical Corporations, Berkeley, CA (Modis / HP, San Francisco) 11/2008-6/2009  
 Provided on-site printer management and administration of over 250 HP Multi- Function Printers on-site and for over 500 employees. Installation and configuration of TCP/IP, SMTP/LDAP, fax configurations, including firmware upgrades. Provided first call resolution or investigated problems and maintained replenishment of printer consumables. Utilized Web Jet Admin monitoring for device communication errors, network connectivity issues, paper jams and cartridge levels.
- Desktop Technician** - McKesson Corporation, San Francisco, CA (Pomeroy, Hebron, KY) 4/2008-8/2008  
 Provided Desktop and phone support for over 500 end-users on Dell Inspiron and Latitudes notebooks; utilized Remedy and Norton Ghost for batch imaging; pxe boot; workstation configuration; laptop hardware replacement; software conflict troubleshooting and resolution. McAfee SafeBoot encryption and Cisco VPN client installation. Wi-Fi configuration and troubleshooting; printing and network connectivity issues; network drive and printer mappings.

- Help Desk Associate II** - Bechtel Engineering Corporation, San Francisco, CA (@Tech, San Francisco, CA) 11/2007-4/2008  
 Provided Desktop and Help Desk phone support for end users. Utilized Active Directory, server backup, Ghost imaging; Outlook archiving, backup tape archiving and asset inventory. Configured Cisco VPN for remote notebook users with Utimaco Safeguard hard drive encryption. Performed software and hardware installation, troubleshooting, configuration and resolution on Windows XP, MS Office 2007, MS Outlook, Adobe Professional, Citrix applications; network or internet connectivity diagnostics including; driver updates; startup issues; modified builds; service patch updates; performance and software conflict resolutions; Blackberry sync issues.
- Desktop Support** - Elan Pharmaceutical, South San Francisco, CA (Spherion, San Francisco, CA) 10/2007-11/2007  
 Provided Desktop support for end-users, Norton Ghost imaging, configured notebooks per company builds, utilized sysprep.
- Desktop Support** - Good Vibration, San Francisco, CA (Manpower, Oakland, CA) 7/2007-7/2007  
 Provided Desktop troubleshooting and resolution of workstation including POS terminal issues at various retail store locations within Windows 2003 server as well as Apple Macbook connectivity issue troubleshooting up to cisco hubs and routers. utilized Windows RDP to performed remote troubleshooting; configured Outlook client and workstations for network or internet connectivity; resolve Windows XP application error messages.
- IT Support Analyst** - John Muir Health, Walnut Creek, CA (Mindtrust, Walnut Creek, CA) 3/2007-5/2007  
 Provided Help Desk phone support for over 1,000 hospital employees, professionals and physicians on Windows 2000 platform. Managed incoming calls and utilized Remedy Magic for trouble ticket creation and resolution documentation; resolve software and hardware for end-users including web portals, intranet or internet issues, SSL connectivity issues and general inquiry.
- Microcomputer Specialist I** - City Of Stockton, Stockton, CA (Volt, Stockton) 8/2005-2/2007  
 Provided Desktop support and Help Desk over the phone for over 1,000 city employees operating within Novell Network Operating System, IBM/AS400 and Windows 2000 platform, including Blackberries, Palm Treo issues. Diagnosed various end-user issues from hardware, software, network printing to internet/intranet connectivity issues including; virus, spyware removals; operating system performance issues and conflicts; workstation set-up; drive and printer mappings; installation, configuration and conflict resolutions for various programs and software such as Unix ViewNow, Omni forms, Adobe Professional and Standards, MS Office 2003, Novell Groupwise, IBM/AS400 applications, Tiburon, Laserfische, Diskeeper and LanMaster. Performed software testing and evaluation, workstation set-up, data recovery and knowledge base contribution. Utilized Heat program for trouble ticket creation, resolution documentation, triage, system tracking, including remote troubleshooting.
- Help Desk Analyst** - California State Automobile Association of America - Newark, CA (Comsys, San Francisco, CA) 2/2005-7/2005  
 Provided call center first tier Help Desk phone support on application, remote users, online customer issues and various end-user hardware and software issues for over 500 CSAA employees utilizing web based Track-IT for ticket creation and resolution.
- Customer Service** - Shutterfly, Hayward, CA (National Engineering, Pleasanton, CA) 10/2004-2/2005  
 Provided customer support via phone and email regarding issues with log in, online navigation, orders using Kana.

### **Prior Work Experience - San Francisco Bay Area**

#### **Desktop Support / Help Desk Support**

*All Star Telecom, State Bar of San Francisco, EDP Contract Services (w/Compaq/Digital), NUMMI, DG Systems*

Desktop and Help Desk phone support which includes utilizing Active Directory for user management. Performed network backups utilizing Arc Serve and Ultrabac. Assisted in the PC upgrade, deployment, Y2K, PC rollouts and migration; Contract with EDP/Compaq/Digital which includes PC rollouts and deployment for PG&E, State Farm clients; Installed, supported, configured and troubleshoot Outlook Express, MS Office 97, 2000, SAP and IBM AS/400 client applications. Created user account on MS Exchange with diagnosing and resolution on end-user issues on Windows NT and Networking issues; utilized Norton Ghost for building master images including batch files editing. Troubleshoot TCP/IP and Novell IPX/SPX protocols; assisted on resolving remote Nortel connectivity issues on VPN, DSL, PPP; and monitored LH NetServer, Pro-Com CD-ROM Tower Server, Cisco Router, Cisco hubs and gateway; maintenance on Novell and WANG System. Utilized, installed and configured AutoCAD and ink plotters

### **EDUCATION AND TRAINING**

**A.S. Degree** - Masters Institute, San Jose, CA – System Administration/Database Management Program (118 Units)  
 Courses include: SCO Unix, Novell, Access Database

Western Governors University, Salt Lake City, UT – Information Technology major  
 (completion of 70 Units towards B.S. Degree) 2011-2016

Learnit, San Francisco, CA 2009-2010; CompTIA Network+, Cisco CCNA