Anthony Rosborough

Phoenix, AZ 85016
mobilesuit2089@gmail.com
(616)-6336366

Authorized to work in the US for any employer

Work Experience

Desktop Support Technician

365 Managed IT - Tempe, AZ
August 2020 to Present

- Creating and managing Office 365 and Active Directory users
- Performing daily checks of server backups with Datto agent
- Sophos Endpoint and anti virus management
- Firewall, whitelist and content filtering
- Windows 10, Mac OSX and Chrome OS Support
- G Suite Administration
- Remote Site network support
- VPN Troubleshooting
- Group Policy Configuring
- Print Management
- Phone System VOIP Management
- Quick books support

Associate Systems Administrator

Carvana - Tempe, AZ
November 2018 to May 2020

- Designed images and imaging using Acronis
- Managed Chrome devices and Google accounts with G suite
- Deployed and engineered virtual workstations for end users in Citrix Cloud and Hyper-V
- Slack Administration
- Installed, configured and troubleshot Windows, and Mac OSX applications
- Supported users in identification management system and Active Directory
- NOC support for remote sites
- Patching Windows Systems in Tanium
- Managed projects assigned
- Worked as a liaison between the IT department and outside vendors.
- Access Management
- Full configuration, setup and administration of Zoom Rooms
- WAN/LAN Support
- Designed majority of KB articles
- Collaborated with DevOps team to set up VSTS/MSDN accounts

Remote Service Desk Technician

Charles Schwab - Phoenix, AZ

August 2017 to August 2018

• Providing 1st level support for 20,000 users in high volume call center set-up
• Deploying Software from SCCMWeb and Client Center
• Virtual Desktop Support from VM Ware Horizon
• Supporting Citrix Based Applications from Citrix Director
• Financial Application Support
• Creating Wikipedia Knowledge base articles
• Setting up Security and Distribution Group Access
• Outlook 2010 Support
• VPN Support
• Bit Locker support
• Two-factor Authorization Support
• Providing 1st level support for thin clients, desktops and laptop hardware devices in a Windows 8.1 environment

Desktop Support II

Mountain Park Health Center - Phoenix, AZ
April 2016 to July 2017

• End-user support via phone, ticketing system, Skype and email
• Managing group policy and Organizational Units
• Printer Support
• Working with 3-party vendors
• WAN/LAN Support
• Exchange Server Management Console
• Creating Domain Accounts
• Managing Security and Distribution groups Microsoft Server 2012 R2 applications Racking Domain Controllers
• EMR Application Support
• Installing Microsoft Server 2012 R2
• POS System Suport
• Onsite support and remote support for 3 sites.

IT Technician

Tempe High School District - Tempe, AZ
February 2014 to April 2016

• Managing user accounts in Active Directory
• Keeping an up to date inventory of computers and technical equipment. Managing computers remotely using GoverLan.
• Troubleshooting network/wireless and connectivity issues.
• Printer Server Management
• Imaging PC's using Windows Deployment Services. Microsoft System Center
• Microsoft Configuration Manager
• Audio/Visual Set-up and Configuration
• Providing customer service via face to face, over the phone, email and ticket support system to 1500 users.
• Repairing/upgrading PC's.
• Supporting Windows XP/7/8 and Mac OSX 10.5+ issues.
• Projector and Smartboard/Starboard Support

• Installing software on server and client ends. Setting up computer labs and workstations

Education

Bachelor of Arts in Cloud Services

West Governors University - Salt Lake City, UT

June 2020 to Present

Associate of Arts in Computer Administration

Pima Community College - Tucson, AZ

August 2008 to May 2013

Skills

- -Solid understanding of Python
  -CL interface
  -CSS, HTML
  -Active Directory -Management
  -Group Policy and OU Support
  -Windows 7/8/10
  -Laptop/ PC Break Fix
  -VMware
  -Citrix Cloud
  -Zoom Administration
  -PowerShell Scripting
  -Web scraping
  -G Suite Administration
  -Azure Portal
  -Tableau Admin
  -Salesforce Support
  -Mac OSX
  -Azure User Administration
  -Windows Server
  -JamF

  Automating Badge Process
  Wrote a script in python that parses a spreadsheet for links, downloads the information, takes that information and renames it according to what is in certain cells.