

# Lou Saechao

## **IT Supports Specialist**

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To obtain a challenging position that will utilize my technical experience & education

Authorized to work in the US for any employer

## Work Experience

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### **Lead Engineering Technician**

Vifor Pharma - Redwood City, CA

August 2021 to Present

- Understanding of conference room and telepresence technologies as well as the equipment in these rooms are an important part of the Customer Engineer role. • We help our customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business.
- In addition to a typical Windows environment the client leverages Citrix Amazon Workplaces and therefore experience of those environments are desired. • In this role the candidate will be expected to support the hardware from in use through to the end of their lifecycle by organizing, repairing (including working with supplier for warranty repairs), deploying, and preparing for disposal when appropriate. • This dynamic role provides support both onsite as well as remotely with solutions ranging from basic troubleshooting to hardware replacements. • Past experience with tracking, maintaining, and updating asset management databases will help these candidates quickly adapt to this role. • Perform a range of technical work activities either remotely or at customer site to meet business and customer requirements.
- The Customer Engineer role is responsible for first level troubleshooting and support of our clients who utilize laptops, desktops and chrome books.
- Knowledge of sccm, citrix environments, LAPS, AD, Share point, endpoint manager, apple business manager, Director, DocuSign, Power shell, Team viewer Support, Teams, Conference Meeting Support, VPN, In tunes, One Drive, Sync, ServiceNow.
- Remote Support, setup new accounts for new onboarding, terminations,
- Images X1 Carbon, Tablets, Macs, Configured Iphones
- Meeting daily, monitor tickets daily, make sure projects get done in timely manner, onboarding presentation.

### **IT Support Specialist**

Alameda Health System - Oakland, CA

June 2021 to Present

- provide highly technical leadership and direction for high priority special projects undertaken by the division. -
- Conducts technical studies and evaluations of business area requirements and recommends to client appropriate technological alternatives in business profile.
- Evaluate new technological developments and evolving business requirements, including distributed and/or client server systems. Recommend appropriate enhancements.

- Provide high level specialized technical support and consultation. Responsibilities Provide excellent/professional customer service to physicians, Scientists, and visitors 20% in-person assistance with staff and 80% assistance/communication by phone/email.
- Analyze and prioritizes incoming requests and alerts, service desk queue/calls. Provide first, second, and third level support to resolve and troubleshoot problems with products and applications by meeting customer service standards Serve as an escalation point and mentor for junior staff. Provide guidance on how to track, develop documentation and meets KPI's Apply deep technical expertise to resolve complex problems.
- Contribute to and maintains the knowledge repository for highly complex technical support. Comply information (e.g., procedures, installation, configuration) related to new technology.
- Working with customers to onboard and offboard Must Have Skillsets 5 + years of experience providing IT Desktop Support and excellent/professional customer service Windows Servers and Unix systems Active Directory-Creating new users and groups Windows 10 and Mac Support Troubleshooting, Imaging, and deployment MacBook support experience Office 365 experience Nice To Have Skillsets KACE-Ticketing System or MDT/any kind of imaging experience creating new builds VMWare Skype Meeting MS Teams Share point SQL DB/ Access Workspace, Horizon VMI Checkpoint/EPO Scripting Knowledge of in place upgrade Experience with Kaseya

## **Desktop Support**

LifeLong Medical - Berkeley, CA

January 2021 to March 2021

- Provides excellent customer service at all times to internal customers in a business, medical and dental environment
- Provides remote and on-site technical support
- Create incident/request tickets, prioritize, update and close tickets per SLAs
- Setup and configuration of new computers, software installation, updates and upgrades
- Setup and configuration of mobile devices
- Troubleshoot network issues
- Setup and troubleshoot printer, copier, scanner and fax issues
- Able to resolve technical issues independently and work with minimal supervision
- Interfaces with multiple departments to solve problems and improve process quality.
- Follows internal documentation and updates documentation as necessary.
- Updates software inventory as needed.
- Participates in a rotational after-hours on-call support
- Will be required to travel to different locations to support end-users if issue(s) cannot be resolved remotely
- Work with other IT departments and third-party vendors to resolve technical issues, and may serve as the primary liaison between internal IT teams and vendors
- Participates in special projects as assigned
- support EPIC

## **Desktop Support**

Lifelong Medical - Berkeley, CA

January 2020 to March 2020

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### **IT support specialist**

HOK - San Francisco, CA

September 2019 to November 2019

Support helpdesk, walks up, imaging with sccm, onboarding, conference support, meeting support, configure PC for new hired, keep track of inventory, updates on kb, support all architectures software, new forma, ies, 0365, windows upgrades, office upgrades. Goboxx pc, mac, msi.

### **Desktop/ Client service Technician**

Geosyntec Consultants, Inc. - Oakland, CA

October 2018 to January 2019

• Responsible for intermediate to advanced client/desktop and related technical service and support initiatives of designated technology areas. Install, configure, maintain, and repair related technology hardware and software. Monitor the integrity of assigned systems' performance, troubleshoot issues and deploy approved solutions. Plan and implement upgrades and patches. Evaluate and recommend new technologies to optimize assigned systems' efficiency and performance, as requested. Provide end user training in accordance with standard operation procedures. Work cooperatively with the IT team to deliver quality and timely service. Exercise considerable initiative and independent judgment in planning, prioritizing and organizing workload for a timely resolution of system problems to ensure client satisfaction and eliminate downtime and prevent cost overruns. Client/Desktop services technicians will contribute to moderately complex projects from time to time or as assigned.

- Provide intermediate to advanced-level client/workstation and related technical service and support to company employees;
- Assemble, install, configure, optimize, maintain, repair, test, upgrade and troubleshoot hardware such as desktop computers, laptops, handheld/wireless technologies such as smartphones and tablets, printers, copiers, fax machines, scanners, adhering to IT standard operating procedures;
- Manage client service requests using approved IT Service Management standards, policies and procedures;
- As it relates to this position, provide support for the administration of endpoint computing security controls, governance, compliance and data loss prevention to secure client computing assets from vulnerabilities and threats pursuant with company policy (e.g. anti-virus, anti-spam, anti-spy ware, etc.);

- Perform proactive, routine office visits of assigned sites providing hands on support to clients when needs demand, as well as scheduled performance tuning and optimizing of computers, laptops and other IT-related hardware and software used by employees to boost their productivity and achieve client satisfaction;
- Perform limited network duties and activities as directed by the IT Infrastructure and Server groups;
- Consult with, coordinate, assist and monitor the performance of vendors, manufacturer representatives and outside consultants who install, repair or provide other technical support services;
- Respond to system failures and consult with external vendors for resolution
- Submit repair and warranty requests;
- Maintain relationships with manufacturers and vendors, as appropriate;
- Maintain written and face-to-face communications with the organization's stakeholders regarding pertinent computer endpoint and IT-related activities;
- Receive, screen, and provide requested technical support to end-users and/or escalate requests to appropriate IT staff via Service Desk or other communication media. Use appropriate technologies and procedures to resolve issues;
- Train and provide presentations or technical guidance to internal client

### **IT Specialist**

ALFATECH - San Jose, CA

August 2018 to October 2018

- zoom meeting supports
- image and configured pc's (box, origin, razer, goboxx)
- windows 10
- teamviewer
- support applications as autodesk, autocad, ies, o365, outlook 2013, Reforma, blue beams, Cisco anyconnect, navisworks, agi.
- support dropbox, Mozilla, google, and internet explorer
- xerox plotters, xerox printers, and hp printers supports
- control of backup tapes every week
- activate ports
- setup voip phone for new users
- setup workstations for new hired
- support surfaces pro and macs
- support ceo, vp's, directors, and users
- support 100 users

### **IT Support Specialist**

Illumina - San Francisco, CA

May 2017 to May 2018

Collective responsibility with the rest of the global support team to ensure the Service Management ticket queues are effectively managed based on priority & commitment.

- Collective responsibility with the rest of the global support team to ensure the 1Help shared mailbox is monitored during business hours.
- Effective management of your personal ticket queue.
- Timely support
- Effective management of hardware and software distributed to employees.
- Highly responsive and effective Executive support provision.

- Continuous observation of internal support provision, providing feedback for opportunities of improvement.
  - Onboarding of new employees.
  - Contribute to various forms of documentation. (Processes, Policies, Training Material, Quick Reference Guides, Knowledge base articles).
  - Supporting a multiple OS environment.
  - Troubleshooting unified communications.
  - Assisting facilities with expansion.
  - In addition your location requires additional responsibilities;
  - Supporting the IT needs in regulated Clinical environments and complying with required policies & procedures.
  - Multi domain user & device management.
- Support teleconference daily for vp's, ceo. directors, and owner by using webex and blue jeans.  
 =supported 70 of mac's and 30 percents of pc's to all users  
 =use ios 10.7 and above  
 =using jasper and casper  
 =use hipchat and skype for communication within the team

## **Desktop Support Administrator**

The Pasha Group - San Rafael, CA

June 2016 to May 2017

Provide help desk support, desktop support and basic network administration in the IT department during work hour. Worked with Windows Server 2003/2008, and Windows 7 operating systems and Microsoft Management Console (MMC)

Assist users in a service desk setting by troubleshooting and resolving issues

- Respond to requests and problems including installing, monitoring, diagnosing, repairing, maintaining and upgrading all PC/Dell hardware, software and equipment to ensure optimal workstation performance
- Interact with application software and operating systems to diagnose and resolve unique, non-recurring problems
- Assist with the installation, configuration, and ongoing usability of desktop, laptops, Macs, peripheral equipment and software within established standards and guidelines
- Troubleshoot trouble tickets to resolve basic technical problems with desktop computing equipment
- Provide customer assistance using Active Directory services and remote access tools
- Ensure systems are configured according to work policy and protected from viruses

## **Deskside Support**

BioMarin Pharmaceutical Inc - San Rafael, CA

September 2015 to June 2016

San Rafael, Ca

- Top Level Support (V.I.P) to VPs'/CEO's and administrators.
- Provide Desk side for clients On an Executive level.
- Works with Windows 8 environment
- Extensive knowledge of Microsoft Outlook
- Use of Sale force (Ticket Management)
- Configure, Install and support Laptop
- Provide On Board support for new hired
- Configured Ipad and Iphone to MDM Servers, Received Outlook Email, and Calendars

- Use of Surface Pro, X1 Carbon, Mac, and Yoga
- Assists staff with Installation, Configuration, and ongoing usability of Laptop
- Works with AT&T to ports number over for Iphone
- Configured Polycom/Projectors for conference Global Meeting
- Virus and Spam Removal
- Cable Patching
- Extensive use of Active Directory
- Ricoh Printers
- Reimage Laptops, Surface pro, and Mac

## **Bayer healthcare**

Desktop Support - Berkeley, CA

March 2008 to September 2015

Berkeley, Ca

- Certified Repairing Lenovo Desktop and laptops
- Lone desktop technician to support over 1500 users 1000 PCS & laptops and 50 servers all in 20 different buildings
- Top Level Support (V.I.P) to VPs'/CEO's and administrators.
- Provide Desk side / Remote support for clients On an Executive level.
- Work in a windows XP/Windows 7/Windows 8 environment
- Extensive knowledge of Lotus Notes and Microsoft Outlook
- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients.
- Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
- Trains and orients staff on use of hardware and software.
- Recommends and / or performs upgrades on systems to ensure longevity.
- Works with procurement staff to purchase hardware and software.
- Assesses functional needs to determine specifications for purchases.
- Assists in maintaining LAN/WAN records and, as appropriate, telephone systems cable.
- Trouble shooting of all Microsoft office programs and Suites
- Strong technical skills combined with strong interpersonal skills.
- Server Functions such as profile management & Data Backup.
- Platforms IBM, Lenovo, DELL, HP, Compaq, MAC's (Desktops/Laptops)
- Cable patching in LAN closets
- 10yrs of Blackberry and Windows Mobile support, troubleshooting and Configuration.
- Extensive use of Peregrine Service Center and HP Service Manager (Ticket Management)
- Install new/Fix Notes for local and roaming users
- Configure, install and support workstations
- Respond quickly to hardware and software problems identified by users
- Troubleshoot and maintain printers and plotters
- Maintained well over 2000+ users Local and Remote

- In charge of special projects, Dell Battery recalls, Clients moves, Special integration of sites, upgrades of OS, Software/Hardware upgrades, and special Product evaluation.
- Windows 7 tester for all of Bayer Healthcare, Spearheaded Implementation of Windows 7 for all of 300 sites around the world in late 2011.
- Extensive Knowledge of CLS (Computer Lease System) and SAP.

## Education

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### **High school or equivalent**

Stride center

## Skills

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- Microsoft Office Suite (10+ years)
- Computer Skills
- Computer Skills (10+ years)
- Adobe Acrobat
- Adobe Acrobat (10+ years)
- Iphone
- Mac
- Iphone (10+ years)
- Mac (2 years)
- Lotus Notes
- Lotus Notes (10+ years)
- Linkedin (10+ years)
- Help Desk
- Service Desk
- Desktop Support
- Active Directory
- Tech Support
- It Specialist
- Comptia
- Information Technology
- Network Support
- Computer Repair
- Customer Service
- LAN
- VoIP
- Microsoft Windows
- DNS
- Operating Systems

- Remote Access Software
- Microsoft Windows Server
- SCCM
- PowerShell
- WAN
- Visual Basic
- Microsoft Exchange
- TCP/IP
- TCP
- Microsoft Access
- Microsoft Excel
- Data Entry
- Zendesk
- Microsoft Word
- VPN
- DHCP
- Mobile Devices
- Management
- Azure
- Server management
- Software troubleshooting
- Firewall

## Certifications and Licenses

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### **CompTia A+ Certification**

June 2007 to Present

**A valid IT Specialist certification**