

**William Petrunia**  
423 Fulton Ave., Mt Vernon, NY 10552  
(914) 979-0819 (cell) / (914) 699-2786 (home)  
william12262@gmail.com

---

## Education

- **CUNY Baruch College**, Graduated May 2014
- New York, NY
  - Computer Information Systems Major; Political Science Minor

## Work Experience

- **Desktop Support Specialist**, March 2016-Present
- **New York Botanical Garden**
- New York, NY
  - Provide detailed technical support for users of all levels across the Garden
  - Creation and maintenance of Active Directory & email accounts
  - Creation and maintenance of Unit4 ERP accounts, detailing access to the Garden's financial system for purchases and payroll timesheets
  - Setup and installation of equipment such as new PCs, kiosks, tablets, and MFDs
  - Provide A/V assistance for events, setup & management of presentation halls and conference rooms for events for up to 500 persons +VIPs
  - Track tickets via Quest KACE to ensure resolution of issues and requests and find recurring issues
  - Creating user guides to answer FAQs and help users become self sufficient
  - Perform asset management duties, logging and maintaining inventory lists
  - Work with Windows 10, macOS, Microsoft Deployment Tools and DeployStudio
  - Deployment and support of Garden-owned iPhones for staff
  - Partner with networking team where needed to troubleshoot network access issues
  - Contact hardware vendors as needed to secure replacement parts and service for machines under warranty
- **Technical Support Analyst**, October 2015-March 2016
- **Center for Court Innovation**
- New York, NY
  - Provide technical support for users in 15 offices across New York and New Jersey both in person and remotely
  - Creation and maintenance of Active Directory accounts and groups
  - Perform first time equipment setup in new offices, from basic machine setup to configuring printers and scanners
  - Setup and maintenance of network hardware such as switches, panels and WiFi hotspots
  - Track tickets via SpiceWorks to ensure timely resolution of issues and requests
  - Perform asset management duties for all of the Center's locations, logging and maintaining inventory lists
- **College Assistant – BCTC Desktop Management**, October 2014-October 2015
- **Baruch Computing and Technology Center, Baruch College**
- New York, NY
  - Creation and deployment of images for staff, faculty and lab machines using FOG, Ghost, MDT and DeployStudio
  - Provide detailed support to both end users and other schools' technical departments within Baruch
  - Use of KACE system to track inventory and tickets as well as to remotely deploy software
  - Use of Bombgar software to help users remotely
  - Creation of Confluence articles to provide a knowledge base for associates
- **College Assistant – BCTC Student Computing Labs**, October 2012 – October 2014
- **Baruch Computing and Technology Center, Baruch College**
- New York, NY
  - Creation and deployment of images to lab machines
  - Maintain computer equipment to working standards by performing such duties as cleaning equipment and installing software updates and patches, and meeting domain requirements
  - Monitor and supervise the operations of the BCTC Computer labs, providing support for students and professors
  - Creation of tutorial videos for student orientations using software such as Camtasia
  - Partner with management to ensure that inventory reports are up to date

## Skills

- Knowledgeable with Microsoft Office suite and Adobe Creative Suite products
- Patient, professional, and friendly customer service

