

## **Lukasz Borowiak**

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CE



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### **Desktop Support Technician | Help Desk | Network Administrator**

Dependable and diligent IT professional who manages multiple tasks and works well under pressure. Experience in installing, troubleshooting and repairing hardware, software and peripherals, plus training of end users. Applies a consultative approach to resolving issues. Very patient. Provides clear and simple explanations and works closely with people to develop solutions to their computer problems. Seeking position that requires creating systems and processes to improve quality, productivity and the company's bottom line.

### ***Technical Knowledge***

#### ***Infrastructure systems***

Management of Server Equipment – Firmware Patching – Power Systems – Sans – Cabling  
Fiber – Installation and management of RFID Readers – Cameras – IDF/MDF – Tape backups

#### ***Enterprise Networking***

LAN/WAN/Wireless Networks – Security Design – Cisco Routers/Switches/Firewalls & Patching

#### ***Unified Communications***

Configuring and managing Soft/Desk Phones and Cell Phones – Cisco Unified Call Manager  
Verizon Portal Administration – BlackBerry Enterprise – Server Verizon Portal Administration  
Conference Room Systems Projectors and Endpoints – Large Meeting Program Management  
Collaboration – Contact Center – Online Meeting Platform Management – Digital Signage  
Vidyo - Intercall - WebEx – Team Viewer – Skype4Business - MS Teams - Yammer

#### ***Windows Infrastructure***

Windows Server 2008/2019 – ActiveRoles Server – Azure Account Management – MXS 2019  
MOS/O365 – ADDS – DHCP – DNS – GP – SSO – SCCM – RDS/VPN -Kerberos/SPN/GMSA  
Hyper-V – VMWare – LanSweeper – Connectwise – Kaseya – Track-IT – SCSM – BMC Magic

#### ***IT Security***

DUO/MFA and Certificate Management – Dell SecureWorks – Bomgar Administration – VSTS  
EndPoint Security Policy – MalwareBytes Endpoint Management – Windows Defender ATP  
Privileged Access Management – Vulnerability Management – Security Awareness Programs  
Patch Management – Password Management – HID Badge Management/Cure9000 – PGP  
ProofPoint – ZScaler – OpenDNS – Postini – CrashPlanPro – Sophos – Acronis – BackupExec

### ***IT Support Operations***

Configuring and Supporting Dell Laptops – Dev Workstations – Raid – Printers – Monitors  
Docking Stations – Headsets – IPads – Apple/Android Loaners – HID Badging – IOT Devices  
Asset Management and Recovery – Employee/Consultant Onboarding and Offboarding  
Remote Office Visit Coordination – Operating System and SCCM PXE Image Deployment  
Client Software Licensing and Support – Visual Studio licensing and Permission delegation  
SalesForce and SAP Account/Permission – Frontline Services – Conferencing Room Support  
Group Policies Kerberos/SPN/GMSA – Permissions/Access – Shared Mailbox management  
Spam/fishing mitigation – Security Threat Analysis – Change Requests – Event log triaging  
Wired/Wireless Network – VPN maintenance and troubleshooting – FTP Management – Epicor

### ***Experience***

#### **OSIsoft**

1600 Alvarado St, San Leandro, CA – 510-297-5800  
Frontline I.T. Support on site (8-22-2016 to 12-14-2019)

#### **Modis**

4010 Moorpark Avenue, Suite 112, San Jose, CA - 408-840-2155  
Office relocation and frontline support (8-10-2016 to 8-19-2016)

#### **Mumba Technologies**

4010 Moorpark Avenue, Suite 112, San Jose, CA - 408-840-2155  
Kronos Support (10/1/15 to 11/1/15)

*Assisted employees remotely with various Kronos issues during transition period*

#### **Murphy, McKay & Associates**

3468 Mount Diablo Boulevard, Lafayette, CA (925) 283-9555  
Onsite Consultant – Help Desk “Boston Consulting Group” (2/1/12 to 7/1/14)  
Relocation team – Moving computers and peripherals outside companies. (Seasonal)

#### **Medivation, Inc**

525 Market Street, 36th Floor, San Francisco, CA 94105  
Service Desk Technician (2/1/12 to 4/13/13)

Desktop Support responsibilities include but are not limited to network troubleshooting, printing (local and networked), Microsoft office 2003/2007/2010, Symantec AV, Postini Spam and Zscaler Proxy, pfSense configurations, Windows NTFS permissions, Cisco VPN Troubleshooting, Cisco phone configurations  
Windows 7 troubleshooting, Supporting 175+% growth in overall company headcount  
Moving all SF employees to new Headquarters  
Manage triage of helpdesk requests via email/phone/walk-up  
Creating and updating documentation for processes and procedures  
Conference room A/V equipment support  
On-boarding and off-boarding lead, training new staff  
Experienced Internal, external Sarbanes-Oxley and FDA/EMA audits and procedures

**Crawford Satellite and Electronics**

Pinole, CA (510) 758-1445

Field Technician (8/18/11 to 8/1/12)

Pulling Audio, Ethernet, and fiber cables

Testing & patching cables to pixies and switches

Installing audio & LCD displays and equipment

**Bay Computing Group**

2300 Clayton Road, Concord, CA - (925) 459-8510

Tier 1 Help Desk Position (9-28-09 to 6-28-10)

Working effectively with vendors of hardware and application software during problem resolution

Helping resolve end-user and technical problems quickly and effectively

Troubleshooting servers, common server applications, firewalls, routers, network infrastructure

Configuring, testing and deploying Operating system / software (upgrades, hot fixes, and other updates)

Windows Server 2003/2008, Exchange 2003/2007, and Active Directory administration

Opening, closing, or escalating tickets within service level agreements time frames

**The Conco Companies**

5141 Commercial Circle Concord, CA - (925) 685-6799

IT Dept – 4 years (10-30-04 to 10-30-08)

Providing technical support for over 75 end users at multiple sites across the northwest

Ensuring business functionality by resolving multiple software issues with various departments

Installing, configuring, and maintaining standard office equipment (printers, plotters, scanners, cameras)

Troubleshooting, repairing, and upgrading a wide variety of workstations and associated equipment

Patching and configuring Nortel telephones for employees

Creating, updating, and managing various business essential databases

Monitoring network servers and enforcing policies and procedures to maintain server stability

Implementing security into the infrastructure (key cards and security cameras)

Creating company ads for construction magazines and sponsorship brochures

**2011 Contract Jobs****M.D. Robertson**

California Pacific Medical Center

2333 Buchanan St, San Francisco, CA

EMR Coordinator – 6 month Contract 2011

*Transitioning to paperless medical records (EPIC)*

*Assisting with pc maintenance and office equipment installations*

**U.C. Berkeley Extension**

1995 University Avenue #110 Berkeley, CA - (510) 642-4111

IT Dept – 1 week Contract 2011  
*Basic IT support for the U.C. Berkeley administration building*  
*Inventory and knowledge base assessment*

### ***Education & Certification***

CompTIA Network+ (N10-004)

Career ID : COMP001020248409  
Code : HJWQXZPBMD1CQZ1

Microsoft Certified IT Professional

Certification Number : F662-0559  
Certification Version : Enterprise Desktop Support Technician on Windows 7

Microsoft Specialist

Certification Number : F662-0557  
Certification Version : Windows 7, Enterprise Desktop Support Technician

Certification Number : F509-5848  
Certification Version : Windows 7, Configuring

Microsoft Certified Professional

Certification Number : F248-3713  
Certification Version : Microsoft Certified Professional

Microsoft Certified Technology Specialist

Certification Number : F248-3714  
Certification Version : Windows 7, Configuring

Last Activity Recorded : April 22, 2016

Microsoft Certification ID : 11846509