Daelon Davis

4588 Hidden Glen, Antioch, CA(510) 830-9220Daelondavis109@yahoo.com

Objective

- Seeking a challenging and growth-oriented position where my vase years of experience and excellent computer related knowledge and skills will contribute to the continued success of your organization. A position where I can become a team player and provide superior customer services and utilize my technical abilities.

Education

- A+ Certification | Sept. 2000 | Urban Voice, Oakland, CA School
- National Training Institute | Oakland CA | 1998 – 1999
  Certification of Completion, Telecommunications Technical & Equip. Technology

BACKGROUND SUMMARY

- Completed intensive course work in computer Service repair in Networking, windows Registry and System files dealing with NT4.0 Windows
- Excellent working knowledge of Windows 95, 98, NT, 2000, XP, WIN7, WIN10 Office 2010 & Active Directory
- Proficient knowledge of computer hardware and software with the focus on troubleshoot
- Experienced in LAN/WAN environment
- Strong understanding of IPX/SX, NETBEUI and TCP/IP protocols and individual Topologies
- Basic understanding of electronics
- Excellent understanding of telecommunications equipment technology including practical knowledge of basic electronics, safety issues, voice and data communications, punch down 66/110 blocks
- Received certificates in LAN wiring, basic electronics and telecom equipment
- Team player, able to adapt easily to change, a dedicated and dependable worker

Experience

John Muir ,Walnut Creek CA   Lead Desktop Support   March 2020 - July 2020

- Migrated & deployed computers from windows 7 to windows 10

- Replace broken mice, printers and monitor's when needed to be replaced
- Remote in users computers
- Uninstalling and installing software for users
- Provided Superior Customer Support to a wide range of clients such as Doctors, Nurses, Medical assistants, Receptionist, cashiers, and Executives at all of Lifelong Medical Center Hospitals, Medical Offices, and offsite facilities
- Morning meetings daily with managers
- Provided status reports via email
- Making sure every computer is on its right domain, computer name and printer after deployment
- Making sure all users have documents after deployment
- Communicated dates and times of deployment with managers

Lifelong Medical, Oakland CA   Desktop Support Analyst   Oct 2019 - March 2020

- Installing/troubleshooting Citrix client and receiver, PC Imaging, EHR/TDR Computer Setups, WOW Cart installations/troubleshooting, Fujitsu Scanner Configurations
- Replace broken mice, printers and monitor's when needed to be replaced
- Mapped printers for Epic, fixed or replaced broken mice, printers and monitor's when needed to be replaced.
- Provided Superior Customer Support to a wide range of clients such as Doctors, Nurses, Medical assistants, Receptionist, cashiers, and Executives at all of Lifelong Medical Center Hospitals, Medical Offices, and offsite facilities
- Responsibilities were resetting password in Active directory for all users

Touro university, Vallejo CA   Desktop   July 2018 – October 2019

- Supported Desktop, laptops & printers for all users
- Installing software on laptops & I phones for new hires
- Responsibilities were resetting password in Active directory for all users
- Run updates on laptop's & desktops
- Set up new student's/employees badges
- Replace broken mice, printers and monitor's when needed to be replaced
- Migrated & deployed computers from windows 7 to windows 10

Bigge Crane, Oakland CA   Helpdesk   March 2018 – June 2018

- Supported Desktop, laptops & printers for all users
- Installing software on laptops & I phones for new hires
- Responsibilities were resetting password in Active directory for all users
- Migrated & deployed computers from windows 7 to windows 10
- Replace broken mice, printers and monitor's when needed to be replaced
- Remote in user's computers.

Eastbay Paratransit Oakland, CA   Helpdesk   February 2018 – March 2018
- Assign tickets in the Que too all techs and management also watch over the Que.
- Supported Desktop, laptops & printers for all Executive
- Responsibilities were resetting passwords.

Native Health, Oakland CA　　　　　**Helpdesk**　　　**January 2018 – February -2018**
- Supported Desktop, laptops & printers
- Migrated & deployed computers from windows 7 to windows 10.
- Uninstalling & installing software for Users.
- Installed Hewlett-Packard laser jet printers.
- Resetting passwords

Highland Hospital, Oakland CA　　**Desktop Support Analyst**　　**June 2017 – January 2018**
- Instilling and uninstalling software, instilling hardware, uninstalling hardware, fixing email issues
- Successfully migrated & deployed over 1,000 computers from Win7 to WIN 10
- Run updates on laptop's or desktops at all hospitals, fix all wireless device problems
- Mapped printers, fixed or replaced broken mice, printers and monitor's when needed to be replaced.

Wells Fargo Bank, Oakland CA　　　　**IT Lead**　　　　**Jan. 2016 -June 2017**
- This is a detailed inventory of the bank's Building Automation System only
- I was instrumental in providing input and guidance with the banking network that controls their computers.
- I was there as the technical specialist capable of identifying various network components and gathering technical information (such as IP address, etc.)
- On all building management systems that have the potential to be connected to the internet.

Sutter Hospital, Oakland, CA　　　**Desktop Support**　　　**Feb. 2013 – Nov. 2015**
- Installed Hewlett-Packard Laptops, Desktops and Printers configuring the software (XP to WIN7) on Laptop's and Desktop's
- Mapped printers, fixed or replaced broken mice, printers and monitor's when needed to be replaced
- Resolved internet problems from configurations included getting IP address
- Confirmed or changed the computer names on laptop's or desktop's and installed Sutter hospitals Support Services
- Imaged XP - WIN7 using DCCM imaging process and configured the laptop's or desktops for Sutter Health
- Run updates on laptop's or desktops at the hospitals, fix all wireless problems dealing with PROSET
- Knowledgeable of hospital's Tickets Systems also was a good team member on the EPIC project and also on the GO LIVE project's in the Eastbay
- Setup new rollouts at all Sutter Hospitals in the Eastbay, South bay, North bay and Sacramento Area rename Computers for the Epic project, add computers or printers to assigned groups, keep a report on all computers and printer names, locations, add software if needed, set meeting times with department managers, lead my team, giving my team instructions on time and date on deploying in department, give my status reports daily to management.
- Desktop Support Technician during Sutter Health's EHR Implementation Projects for all Hospitals in the Northern California Region
- Supported Desktop, laptops, smartphone, tablet, printers in Windows XP/7, Mac OS 10.5-10.10, android, blackberry OS
- Analyze and document systems, interfaces, control, data flow, logical and physical information, status of the projects milestones, challenges, and alternative resolutions.

- Installing/troubleshooting Citrix client and receiver, PC Imaging, EHR/TDR Computer Setups, WOW Cart installations/troubleshooting, Fujitsu Scanner Configurations
- Provided Superior Customer Support to a wide range of clients such as Doctors, Nurses, Medical assistants, Receptionist, cashiers, and Executives at all of Sutter Health Medical Center Hospitals, Medical Offices, and offsite facilities
- Organized pre-deployment Site Surveys, coordinated desktop, laptop, laser printer deployments across Multiple Sutter hospital campuses, Arranged network port activation schedule
- Coordinated inventory for Tech assignments, maintaining detailed inventory logs, responsible for shipping, receiving, and organization of new equipment
- Successfully migrated & deployed over 1,000 computers from XP to WIN 7 during 2 years on EHR project.

Senators Office, San Francisco, CA Desktop Support   **Jan. 2013 - Feb. 2013**
- Installed Hewlett-Packard laser jet printers and ensured the printers are on the network including checking IP address, setup Direct IP printing
- Setting up new Hewlett-Packard machines, set the DNS suffixes and NIC speed
- Updated Symantec Anti-Virus, rename the machines, backing up the user's data, Set up new Hewlett-Packard monitors

Oakland Unified School District, Oakland, CA   Desktop Support   Mar. 2010 - Sept. 2012
- Installed software and hardware on laptops & Desktops (Windows 07)
- Set up LAN & WAN Network
- Installed, configured and maintained Operating system
- Set up new rollouts within the Schools, set up monitors, network printers & local printers

EDD Office (Contractor), South Bay, CA   Desktop SupportOct. 2007 - Feb. 2009
- Duties include installation of software & Hardware on laptops & Desktops (Windows XP)
- Setting up LAN & WAN Networks
- Troubleshooting and set up new rollouts within the company, South Bay, Eastbay, Northern Bay EDD office's

Oakland Unified School District, Oakland, CA   Desktop SupportSept. 2002 - May 2007
- Technical support for Map Testing Installing Software (Windows 98, 2000, XP)
- Troubleshooting technical problems replace software, printers & hardware components
- Responsible for setting up test on computer before class entered the labs
- Responsible for uploading and downloading student test data & setting up Labs within the schools and perform regular network backups

Manpower Temp Agency, Pleasanton, CA   Desktop SupportOct. 2001 - August 2002
- Duties included installation of software (Windows 2000) & Hardware
- Set up networks LAN & WAN
- Responsible for troubleshooting laptops, printers & desktops replace equipment if needed, set up new rollouts within the company

REFERENCES

Available upon request