Jesse J. Collins

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PROFESSIONAL SUMMARY:

With twenty-three years of experience as a desktop engineer and help desk analyst roles in healthcare and automotive industries. I have in-depth knowledge and understanding of numerous software packages and operating systems. I am an IT technical expert at finding and resolving desktop, network, and server system. My customer service skillset is above average. Listed below are some of my skills sets.

- Reset of user password via Active Directory
- Proficient in Windows-based environments, Internet, and MS Office applications.
- Able to clearly understand problems and find positive solutions through use of troubleshooting, problem solving, teaming and communication skills.
- Windows3.1 - 10 configurations, install, and troubleshooting.
- Server OS: Windows 2003 – 2019 and Linux Distros: install\configurations, administration, and troubleshooting.
- Wireless Network Setup, configuration, and security lock down.
- HP, IBM, Cisco and Dell server configurations, install, and troubleshooting.
- PC refresh.
- Researched and resolved LAN\WAN problems, including IP resolution, cabling problems, internet connectivity, and networking equipment malfunctions
- Remote support using RDP, TeamViewer, PCAnywhere, and VNC
- Customer service guru!

PROFESSIONAL EXPERIENCE:

Independent Contracts via Workmarket.com Aug 2014 – Present
Desktop Support, Helpdesk Tech, Windows Migration, and Network Admin

- Computer Hardware Break/Fix
- Windows 7 to 10 Migration team leader
- Data Center Technician Lead (Sungard)
- Cisco switch and router configuration – Vlans,
- Active Directory Administration – create new user. password resets
- Office 365 installation and support
- Creating and deploying new Windows 10 workstation\laptop
- Server swap outs
- Re-image PC's and laptops using FOG and other computer imaging platforms.

Henry Ford Health Systems, MI, Nov 2008 – Aug 2014
Windows Admin, and Network & Desktop Support Technician

- Re-image PC's and laptops using Clonezilla.
- Setup PC with sysprep and verify setup.
- Linux Admin – Red Hat and Ubuntu
- Configured and installed a Juniper firewall at the remote Detroit office

- Responsible for support of 1250 users and 50 Windows 2003/2008 servers
- 700 workstations running a combination of Windows XP and Windows 7
- Imaging up to 10 PC at a time.
- Exchange 2010 configurations, install, and troubleshooting.
- Support RIS software
- Resetting end user passwords and unlocking AD accounts
- Creating and editing Domain Polices
- Patching and rewiring network closet
- Break\Fix – hardware\software remote sites
- Supported all network, server, workstation administration, and software support
- Using ping and tracert to troubleshoot network issue
- Removing malware from computers and laptop.
- Making and editing script files.
- Performed maintenance of personal computers and peripheral equipment, identifying problems and providing appropriate solutions.
- Installation of Windows 2000, XP, and 7 to new and old computers.
- Repaired, serviced, and replaced parts, boards, and equipment for Dell and Compaq computers. Inventory of incoming and outgoing equipment.
- Setup Windows XP and Window Server 2003\2008\2012 R2 VM's

St. John Health Systems, MI, January 2004 – November 2008

Senior Deployment Tech and Desktop & Network Support (Contract)

- Re-image PC's and laptops using Zenworks.
- Setup PC with sysprep and verify setup.
- Adding printer to PC using Novell Console One as an application.
- Imaging up to 25 PC at a time.
- Making and editing script files.
- Break\Fix – hardware\software remote sites
- Acted as administrator, Exchange Administration and provided 3rd level support at the workstation level for approximately 5000 users in-house, as well as 1200 remote clients
- Patching and rewiring network closet
- Using ping and tracert to troubleshoot network issue
- Setup an image server using Image Center from Norton.
- Performed maintenance of personal computers and peripheral equipment, identifying problems and providing appropriate solutions.
- Installation of Windows 2000, and XP to new and old computers.
- Repaired, serviced, and replaced parts, boards, and equipment for Dell and Compaq computers. Inventory of incoming and outgoing equipment.
- Setup an MS Access database to store all refreshes information.

Collins Custom Computers, Detroit, MI, Jan 2003 – Sep 2005
Senior Desktop Support

- Performed maintenance of personal computers and peripheral equipment, identified problems and provided appropriate solutions.
- Installation of Windows 9x, XP, and ME, 2000, to new and old computers.

- Repaired, serviced, and replaced parts, boards, and equipment for Dell, Compaq, Toshiba, Hewlett Packard, Packard Bell, and Xerox computers.
- Configuring a wired or wireless network in the home or small business.
- Built and maintained web sites.
- Building custom computers per client's specs.
- Committed to the assistance and support of others while maintaining a cheerful and helpful attitude.
- Assessed client needs and recommended appropriate products or modifications.
- Trained in and maintained excellent interpersonal and communication skills that complement proven creative problem-solving capabilities.

Best Buy, Roseville, MI, Mar 2003 – Mar 2005
Desktop Support / Customer Service

- Responsible for setting up new computers.
- PC hardware and software installs on IBM clone computers.
- Removal of virus, adware, and spyware.
- Shipping and returning products.
- Cash management and paper filing.
- Installing and supporting Windows XP.
- Selling Geek Squad services and products.
- Maintained trouble-ticket system to record and track user calls and e-mails, resulting in 10% increase in revenue.
- Maintained excellent client relations and service based on outstanding communication, technical efficiency and problem-solving skills.
- Re-imaged laptops and maintained hardware infrastructure.
- Built a rapport with customers and proposed different products and services based on their account history to help minimize their monthly bill.
- Researched new and followed up on existing disputes and problems.

HAP, Detroit, MI, Nov 2001 – Feb 2003
Helpdesk Support

- Responsible for software support within the Windows 9x and 2000 environments.
- Printer support wit WebJet Admin. Windows 2000 Administration: Adding users, password resets, and unlocking accounts. Adding computers to the domain.
- Call center duties: answering phones, opening problem tickets, resolving issues, and using SMS to help with troubleshooting PC's and laptops.
- Provided superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems.
- Possess effective communications skills and work well with others at all levels.

Kmart, Troy, MI, Mar 2001 – Nov 2001 (9 month contract)
Level II Network Support

- Troubleshooting switches and access points.
- Configuring IP setting for wireless networks.
- Pinging drops to check connectivity between hosts. Server swap outs.
- Wrote and revised programming codes, macros, and script/batch files.

Ford Motor Company, Dearborn, MI, Dec 2000 – Jan 2001
Computer Software Support Level II

- Level II software (Windows NT, 95, 98, and 2000), Outlook 2000 support.
- Responsible for answering support calls and opening calls in Remedy.
- Upgrading software to latest versions.
- Held software training for 25 co-workers per training sessions.
- Network configuration (IP, subnet mask, and DNS).
- Performed Y2K system upgrades, and hardware and software upgrades as field technician.
- Installed and configured computer workstations and configured laptop computers for RAS and docking station connections on LAN.

American Community Mutual Insurance Company, Livonia, MI, Jan 1999 – Dec 2000
Desktop / Network Support Technician

- Successfully maintained connectivity between host systems, including native operating system protocols, TCP/IP, IPX/SPX, NETBIOS, and peripheral sharing devices using NFS.
- Performed Windows NT and 2000 server builds for hardware and OS installation.
- Troubleshot and resolved desktop, network, and systems issues.
- Wrote and revised programming codes, macros, and script/batch files.
- Installed operating systems and applications and conducted technical training demonstrations.

Thomas M. Cooley Law School, Lansing, MI, January 1997 – December 1998
Desktop / Network Support Technician

- Responsible for performing troubleshooting of computer systems and related equipment, successfully completing all projects on time and under budget.
- Researched and resolved problems on workstations and LAN, including IP resolution, cabling problems, and peripheral malfunctions.
- Successfully setup, diagnosed and repaired personal computers.
- Implemented user mailboxes and accounts.

EDUCATION:

Some College Credits: Computer Networking and Communications, Lansing Community College, MI

TRAINING AND CERTIFICATION:

- A+ Certified Professional, CompTIA, 2002
- Network+, CompTIA, 2001
- Microsoft Certified System Engineer (2000), Microsoft, 2001(retired)
- CCNA (retired)