

Albert Shroyer

IT Professional, Project Coordinator

Concord, CA 94519

albertshroyer@gmail.com

+1 925 852 1303

- More than 14 years of experience coordinating logical and physical network and desktop deployments at U.S. data centers and banking centers.
- Excellence in PC desktop and laptop configuration, operating system migrations and user support for software and hardware.
- I make connections others often don't see. I'm adept at identifying downstream issues before they occur and am a highly valuable member of any project or support team. I'm not afraid to bring tough issues to the attention of management. As a communications professional I understand that technology does not replace human understanding and initiative. My wealth of experience would prove invaluable to any company who wishes to expand and who care about their quality of service.

Work Experience

IT Client Services Technician (Contractor)

Adobe - San Francisco, CA
July 2017 to June 2020

- On-site technician at Emeryville and San Francisco sites "Tech Cafe". Provided day-to-day technical support to employees for desktop systems software and hardware. Supported new hire IT Orientation. Hands-on technical support for Lenovo and Mac laptops. Coordinated repairs. Re-imaged laptops per evolving standards.
- Provided liaison for network infrastructure and related issues. Consulted employees on data backup and best practices. Communicated technical information to both technical and nontechnical personnel. Recommended hardware and software solutions. Deployed laptop hardware and related accessories. Asset tracking, asset management, inventory, coordination of end-of-life asset disposal.

Sr Associate Desktop Systems Specialist (Contractor)

Workday (IT ServiceDesk and IT Procurement and Logistics) - Pleasanton, CA
May 2013 to March 2017

- Responsibilities included imaging, configuration and deployment of new hire Mac and Windows laptop computers for onboarding Workday employees at Pleasanton, CA headquarters and to numerous remote locations both U.S. and international.
- Ongoing weekly coordination of 20 - 100 new hire laptops per week. Required highly organized and disciplined work ethic with flexibility to meet demands of frequent late additions and changes to start date and location. Coordinated with multiple Workday teams and international points of contact.

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ITO Service Delivery Consultant I

EDS / HP Enterprise Services - Concord, CA

August 2003 to August 2011

- Planned and coordinated new logical and physical network connectivity deployments (including port activation and cable installation) on Cisco routers and switches in support of servers at Bank's U.S. data centers.
- Responsible for preparation and accuracy of change records, vendor instructions, inventory update for network, implementation plans, connectivity spreadsheets and client communications, often on an expedited basis. Teamed closely with clients, project managers, network engineers and regional operations technicians across multiple time zones.
- Facilitated early identification of issues and rapid resolution of problems. Carried forward numerous high profile change requests with an ability to navigate the complex change management process. Dedication to getting the job done saw hundreds of time-critical implementations through to success.

Sr. Technology Project Analyst

Bank of America - Concord, CA

January 2001 to July 2003

- Coordinated and supported numerous Windows 2000 desktop, laptop, server and wireless access point deployments for various business units at the Concord Technology Center, San Francisco Data Center and Rancho Cordova.
- Provided priority hands-on hardware and software support to key executives at Concord Technology Center.

Advisory Systems Engineer

Bank of America - Concord, CA

January 1997 to December 2000

- Provided desktop and network consulting to users and groups in support of their business directives. Ordered and coordinated deployment of PC hardware and software.
- Teamed with network and server engineers, regional operations technicians.

Systems Engineer

Bank of America - Concord, CA

July 1995 to December 1996

- Provided 3rd level Help Desk support for PC telecommunications and 3270 emulation products. Wrote automated remote access scripts utilized across the corporation.
- Responded to trouble tickets and provided phone support to remote users and on-site support to hundreds of users at Concord Technology Center.

MTAMS Coordinator/Onsite PC & Network Support

Marine Terminals Corporation - Oakland, CA

March 1992 to June 1995

- Provided local technical support to 20 users of Marine Terminals Automated Management System running on HP3000 computer via X.25 network at Oakland container terminal and clients at 3 remote San Francisco locations.
- Responsible for maintaining data communications, troubleshooting and resolving communications and hardware problems on dumb terminals, printers, modems, bar code reader, mobile data terminals and related communications equipment.