

Anil (Leo) Varghese

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PC Technician

OBJECTIVE

A skilled and dedicated hard working individual seeking a full time position as a PC Technician within a successful business organization where I will have the opportunity and ample chance to use my skills, knowledge and training experience in the servicing of computer systems and network configurations.

TECHNICAL SKILLS

- Ability to research / learn and adapt to new technologies
- Knowledge of LAN, WAN, VPN and Remote Connectivity networking
- Experience installing or upgrading operating systems: Windows XP / Vista / 7 / 8/10
- Proficient in networking protocols: APIPA, TCP/IP, Ethernet, DHCP, DNS, FTP, ICMP
- Resourceful problem solver with the ability to evaluate and make decisions independently
- Experience with building and maintaining computers, replacing and/or installing computer hardware such as: motherboards, hard drives, optical drives, memory modules, power supply units, AGP, PCI & PCIe cards
- Experience replacing or installing network hardware adapters and devices such as: modems, routers, access points, switches, hubs, Ethernet and network interface cards
- Experience replacing and/or installing network cable: UTP & STP Cat-5/5e and RJ-45 connector
- Ability to troubleshoot & identify problems with computer and network hardware & application
- Dedicated to the highest quality of work with the ability to set and attain goals
- Good customer service skills and the ability to work as an effective team player in a high volume/rapidly changing environment
- Track problems, issues, resolutions, asset inventory
- clone or copy one hard drive to another hard drive or a new hard drive
- perform system backups and data recovery
- Manage equipment's deployment and inventory
- System Backup and System Restore, System Imaging Recovery, Startup Repair
- Proficient with Microsoft Office 2003/2007/2010/2013/O365
- Knowledge of Windows Server 2008, 2012, Active Directory and file sharing
- Remote Support for PC Desktop Migration
- 14 years Customer Service in retail
- Cashiering experience and handling money
- Unloading trucks, and stocking shelves

EMPLOYMENT EXPERIENCE

Desktop Support/IBM Clinic Support

Cerritos, CA 07/2019-08/2020

Collaborate with selected strategic team members to provide expertise and work direction

Receive dispatch tickets and manage SLA attainment

Support and maintain all equipment related to End User Computing during Break/Fix, IMAC

Maintain close contact and open communication with clients and management until an issue has been resolved

Provides resolution for escalated service tickets and properly track all activity

Conduct technical support in accordance with documented standard procedures

Drive from clinic to clinic maintain IT Support

Image Dell PC WIN 7 and WIN 10 through SCCM

Ticketing system SNOW

IDeskside Support CDI/WWTS(Amtrak)

Los Angeles, CA 09/2017-07/2019

Execute deskside support services at the request of Amtrak clients

Collaborate with selected strategic team members to provide expertise and work direction

Receive dispatch tickets and manage SLA attainment Amtrak Production SCCD

Support and maintain all equipment related to End User Computing during Break/Fix, IMAC (Install, Move, Add and Changes) for HP, Lenovo pc's

Maintain close contact and open communication with clients and management until an issue has been resolved

Provides resolution for escalated service tickets and properly track all activity via the applicable Amtrak Production SCCD

Conduct technical support in accordance with documented standard procedures

Works with Field Managers and Lead Technicians in the event of needed escalation to troubleshoot and solve technical problems

Evaluates existing systems and/or user needs to analyze, design, recommend, and implement system changes

IT Field Technician-Zones Inc (SCE)

Cerritos, CA 02/2015-06/2017

IMAC- laptop and desktop refreshes, onboard installs, moves (Dell)

Break fix- ordering parts, repairs, drivers, cables, bios updates, diagnostics, re-images,

salvage old devices and IT equipment, re-profiling client, uninstall and re-install applications for client, data transfer, conversions, hives fix, data recovery

Perform installs, moves, adds and change (IMAC) activities, as well as data

backups and restorations

Provide on-going education and training to non-technical end-users

Organize and coordinate activities associated with IMAC and Break-fix

Resolves problem and performs IMAC within all client SLAs

Closing tickets with Remedy Ticketing System and SAP

Computer Technician-UNISYS (LA County)

Norwalk, CA 12/2014-1/2015

- Drive to assigned DPSS
- Unboxed all DELL PC's and monitors
- Image PC with Win 7 with Norton Ghost
- Stage all PC's
- Remove old PC and Install new PC
- Configure PC, install applications, and put user in domain
- Turn on Bit locker

PC Refresh Tech- Diebold (Union Bank)

Los Angeles, CA 11/2014-12/1/2014

- Drive to Assigned Bank
- Refresh all ATM systems from XP to Win7
- with Norton Ghost
- Configure all systems

POS REFRESH TECHNICIAN- APEX

Los Angeles, CA 10/6/2014-10/31/2014

- Drive to assigned store
- Pick up part in receiving area
- Uninstall old register
- Load them on pallets
- Install new touch screen registers and receipt printers

Refresh PC Tech POS-Insight Global

(Bank of America)

Los Angeles, CA 07/14/2014-08/14/2014

Inventory all HP PC's, DELL monitors, validators, receipt printers, HP printers

QST & Quatech card

Unboxing of the new computers and peripherals onsite

Remove old server on server rack and install new server

Stage PCs to employee's teller workstations and Office

Set up and configure HP printers

Set up the new PC and inform the Lead Technician that it is ready

Remove all old equipment and waste from the office to the central area

Waste needs to be removed to a central area prior to leaving the site

Repack the old equipment into the new shipping boxes

Load on pallet and leave at pickup room

POS FIELD TECHNICIAN, COMPUCOM

Los Angeles, CA 04/2014-05/2014

- Log on to CLEAR VISION and get assignments
- Drive to assigned Stores or Distribution Centers
- Troubleshoot Printers, PC, Registers
- Order parts through Clear vision
- Pick up part in receiving area of the store
- Install maintenance kit for printers, and PC
- Install REGISTERS, ACCESS POINTS, CISCO ROUTERS, Hard drives for Servers
- Re-image PC'S with XP or WIN 7
- Close tickets with Clear vision
- Repackage old parts and ship with FedEx

PC REFRESH TECHNICIAN, MODIS/SAIC (TOYOTA MOTORS NATIONAL HEADQUARTERS)

Torrance, CA 02/2014-04/2014

- PC Deployment to all Toyota users
- Deliver the PCs to the employees at the designated date and time
- Take old surplus PC HDD back to IT Support for processing
- PC Imaging\Refresh with Norton Ghost
- Installing new Windows 7 Enterprise Operating System
- Installing and updating software and drivers
- Manually transfer data or transfer with USMT and/or XCOPY
- Replacing and/or installing hardware, memory, CD and DVD drives, video cards, and hard drives to PC and Laptops
- Configuring new hardware
- Site Survey all PC's laptop and desktop
- Set up printers and scanners with updated drivers
- Mapping drive and printers
- Recover important data / information/ files
- Closing tickets with remedy ticketing system

Desktop Technician, CSC/CC-OPS (Sempra Energy - The Gas Company)

Monterey Park, CA 04/2013-02/2014

- PC Deployment to all Sempra Energy Company in all of Southern California
- Deliver the PCs to the employees at the designated date and time
- Take old surplus PC back to Depot for processing
- PC Imaging\Refresh with Norton Ghost
- Installing new Sempra Windows 7 Enterprise Operating System
- Installing and updating software and drivers
- Installing programs and software: SAP, CITRIX, and Microsoft Office 2003/2007/2010

and others

- Data Transfer with USMT and/or Windows Easy Transfer
- Replacing hardware, memory, CD and DVD drives video cards and hard drive to PC and Laptops
- Configuring new hardware
- Set up printers and scanners
- Unboxing of the new computers and peripherals onsite
- Recover important data / information

PC DESKTOP MIGRATION, APEX COMPUTER SYSTEMS INC.

(Cal State Bar), Los Angeles, CA 07/2013-08/2013

- PC DESKTOP migration from XP to WINDOWS 7 using network cable or external hard drive
- Transfer all files and pst files from old asset to new asset
- Deliver the PCs to the employees, set up new PC's, remove old PC to be picked up later
- Remote PC Desktop migration from Los Angeles to San Francisco

PC REFRESH Technician, Smart Source, Inc.

Costa Mesa, CA 01/2013

- Unboxing of the new computers and peripherals onsite
- Deliver the PCs to the employees at the designated time
- Set up the new PC and inform the Lead Technician that it is ready
- Remove all old equipment and waste from the office to the central area
- Waste needs to be removed to a central area prior to leaving the site
- Repack the old equipment into the new shipping boxes
- Load on pallet and leave at pickup room

Computer Repair Service Technician (Self-Employed) Baldwin Park, CA. 2009 -2013

- Build, repair, and maintain computer from spyware, viruses, adware, and malware
- Configuring new hardware /build new computer systems
- Replacing hardware, memory, CD and DVD drives video cards and hard drives
- Installing and updating software packages /Reload operating systems
- Backup and recovery of important information
- Set up printers and scanners

Sales Associate, Wal-Mart

Cerritos, CA. 2002 - 2012

- Customer Service / identifying customer needs and directing them to an appropriate product
- Managing inventory /stock and store floor /tagging merchandise with tags
- Cashier / operate cash register/process payments
- Load and Unload trucks /keep overflow stock organized in the back room or warehouse area
- Help change Modular /placing products in an organized fashion on shelves, racks, counters, and sales displays
- Price changes /re-tagging and/or moving merchandise

Activity Director, Cottonwood Manor Nursing Home

Yukon, OK 2000-2002

- Escort the elderly to appointments, shopping, movies, to the park, out to dinner, etc.

- Help feed the physically disabled
- Assist with dressing and grooming
- Provide assistance with medication

Sales Associate, Burlington Coat Factory

Oklahoma City, OK 1998-2000

- Customer Service /Identify and solve customer needs
- Inventory management /stocking shelves, racks and displays
- Cashier /operate cash register and process payments
- Load and Unload trucks /keep overflow stock organized in the back room or warehouse area
- Price changes /re-tagging and/or moving merchandise

CERTIFICATIONS

- IT Computer Support Specialist Certification, Baldwin Park Adult and Community Education (BPACE)
- CompTIA A+ Certification
- CompTIA Network+ Certification

TECHNICAL TRAINING

- CompTIA Healthcare IT Technician
- Computer Technician (220-701 & 702) / BPACE / Baldwin Park, CA
- Network Configuration (N10-005) / BPACE / Baldwin Park, CA
- Windows 7 Configuration (MCTS 70-680) / BPACE / Baldwin Park, CA
- Computer Software Skills-Microsoft Office 2007: Windows Vista, Word, Excel, PowerPoint, and Publisher / BPACE / Baldwin Park, CA

Education

- **Baldwin Park Adult Community Education (BPACE)**, Baldwin Park, CA 2009 - 2012
- **Oklahoma City Community College**, Oklahoma City, OK 2001-2002
- **Yukon High School**, Yukon, OK 1997-2001

REFERENCES

Mark Hibner
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4640 North Maine Avenue, Baldwin Park, CA 91706
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