

Colleen Kresoja

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Profile	IT Support professional with 10+ years experience in diverse industries such as entertainment and fashion.
Experience	<p>IT Operations Contractor/Desktop Support Engineer West Monroe Partners, LLC, Los Angeles, CA - 9/2020-present Configure and troubleshoot PC and Macs. Work with 3rd parties to get hardware repaired. Use ConnectWise to assist remote users.</p> <p>Specialist - IT Support, LiveNation Entertainment, Hollywood, CA – 2016-2020 Deploy PC and Macs. Troubleshoot hardware issues. Support mobile device issues. Assist with Zoom meetings. Use Zendesk to create, edit and track customer issues. Use Cisco Call Manager to configure Cisco IP desk phones. Use TeamViewer to remotely assist customers. Administer Active Directory accounts - lockouts, network permissions and password resets. Install Druva for Cloud backups.</p> <p>Desktop Support, bebe Studios – 2015-2016 Responded to and resolved help desk tickets. Setup and administered Cisco phones. Setup and administered MozyPro cloud backups. Did IT orientation with new employees. Set up workstations. Installed software updates.</p> <p>Microcomputer Support Tech, MGM Studios, Beverly Hills, CA – 2014 - 2015 Analyzed and resolved hardware and software issues on Macs and PCs. Imaged and set up new machines.</p>

Desktop Support Analyst BBC Worldwide, Los Angeles, CA – 2011-2014

Created and administered AD accounts.

Imaged hardware using SCCM.

Troubleshoot Lenovo, HP and Dell laptops and desktops.

Set up workstations.

Maintained hardware database - warranty status, assignments, software licenses.

Maintained hardware - hard drive swaps, RAM upgrades, video card upgrades.

Desktop Support Tech, ZGF Architects, Los Angeles, CA - 2006-2011

Created user AD accounts.

Troubleshoot hardware and software issues.

Migrated L.A. office from Windows XP to Windows 7.

Managed hardware inventory.

Traveled to Chicago office periodically to support remote staff.

Desktop Support Tech, Gas Powered Games, Seattle, WA - 2003-2006

Diagnosed and troubleshoot hardware and software issues.

Built PCs from scratch.

Set up and moved workstations.

Education

Cal State University, Northridge, Northridge, CA - Theater Arts major

Santa Monica College, Santa Monica, CA - AA in Liberal Arts

References

Ryan Gorney

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