

HARLY HEDRICK

Oakland CA 94607
jharlyhedrick@gmail.com

INFORMATION TECHNOLOGY PROFESSIONAL

Highly strategic and solutions-oriented customer service focused IT professional with broad-based skills in systems and network administration. Experienced in environments ranging from start up to enterprise. With hands on skills providing best in class user support while working with engineering teams to streamline best practices.

PROFESSIONAL EXPERIENCE

AMGEN, South San Francisco, CA.

DESKSIDE SUPPORT - : 02/2020-CURRENT

Initially hired to act as Tier III white glove support in a scientific and lab environment. But transitioned to providing excellent remote support in innovative ways that were adopted by the national support team. Focused on troubleshooting VPN access problems with Pulse Secure and RSA 2FA remotely. Trained help desk and other deskside operatives on better methods of troubleshooting and how to determine a hardware issue that requires replacement vs a software issue. Recently began supporting VMWare Workspace one and Airwatch as an admin. Developed new methods of troubleshooting and resolving issues without remote admin access. Also worked as smart hands for ZOOM rooms and transitioning to other cloud based meeting solutions. Have since returned to onsite deskside and lab support.

KPMG US, San Francisco, CA.

DESKSIDE SUPPORT - SEASONAL : 12/2018 – 04/2019

Provided white-glove deskside support to C-Suite executives of a global financial services company in an ITIL and HIPPA environment during tax season. Primary responsibilities focused on maintaining data retention and integrity to comply with federal and international laws while ensuring user uptime. Dealt extensively with repairing encrypted PC's in an environment that required zero data loss or exposure. As well as providing outstanding customer service quickly. Responsible for taking ownership of tickets escalated from helpdesk pc and mac issues with local and remote users. Acted as smart hands for the A/V and server teams as needed and manned a walk-up window for high priority issues. When time permitted assisted in projects involving Windows 10 migration, asset management, and archiving and quarantining of hard drives for legal purposes.

City and County of San Francisco - Human Services Agency, San Francisco, CA.

DESKTOP SUPPORT TIER II : 05/2018 – 10/2018

Acted as primary IT support for a 600 user building. Escalating to and working with Network and Systems engineering teams when necessary. With some basic systems administration duties such as software deployment in SCCM and account management in AD. Triaging Service Now tickets and delegating to and educating trainees when possible. Worked directly with outside vendors to procure consumables. Administered AV conferencing equipment, multi-function network printers, coordinating user and department moves, access revocation, ensuring data integrity for legal compliance reasons, and training users in best practices. As well as acting to ensure field workers had reliable and secure VPN access by troubleshooting Forticlient and Sophos endpoint as quickly as possible.

Minted.com, Oakland, CA.

SEASONAL DESKTOP SUPPORT : 09/2017 – 1/2018

Imaged and deployed over two hundred desktops, Polycom, and VOIP softphones for a seasonally based customer service call center. As well as building out cabling, switches, and electrical in an open plan office. Created a new process to onboard over a thousand seasonal and partner employees in Active Directory, Gsuite, Atlasian Apps, Adobe Creative Cloud, and Five9 in a third of the time of previous years. While monitoring Zendesk for tickets affecting call volume and uptime. Worked on special projects and supported the executive staff as needed. Responsible for asset management and deployment. Supported executive staff with their Mac and IOS devices as needed.

Best Buy, Inc., Dublin, CA.

GEEK SQUAD ADVANCED REPAIR AGENT : 05/2017 – 09/2017

Responsible for diagnosing, repairing, and upgrading PC, Mac, and mobile devices. As well as working as an Apple certified service provider. Regularly removed malware and performed data backups and/or data recovery of failed operating systems. Used Windows and OSX sysadmin tools to repair system images or reinstall OS with a strong focus on saving client data. As well as configuring and optimizing software and hardware for customers with a wide range of devices.

GOOGLE, Mountain View, CA. Contractor SMC Inc.

GOOGLE FIBER TECHNICAL SUPPORT II : 08/2014 – 09/2016

Provided tier IV support in realtime for the national network. Coordinated with other team members to identify network or software issues escalating directly to the national Network Operations Center. Responsible for identifying and creating key processes for responding to major network outages in realtime, differentiating between user issues and qualified network issues Directing only those resources necessary to solve the problem. With a focus on reducing asset turnover. Including developing a protocol for assigning a primary point of contact for major issues, eliminating redundancy, resulting in faster, more effective troubleshooting of major outages.

Best Buy, Marin City, CA

GEEK SQUAD COUNTER AGENT : 2013- 2014

Provided customer support relating to hardware repairs, installation and upgrades of PC's, laptops, peripherals and other components. Carried out on-site analysis, identification, and resolution of difficult technical problems for customers. Acted as initial contact with customers, checked in products for service and answered customer concerns. Performed testing to determine product needs and service solutions. Facilitated in-store sales, upgrades, installations and service.