**Richard K. Blakey**

**EDUCATION & CERTIFICATIONS**

* High School Diploma, Highlands High School, North Highlands, CA 95660, United States.
* MTI College of Business and Technology, - (Graduated) Sacramento, California
* Cisco Networking Academy (Sierra College Extension)
* A+/Network + Certified Technician (CompTIA ID # COMP10428279)
* HP Certified (Prometric Testing ID PR1406790) H08-Servicing HP Servers, Desktops, Workstations, and Notebooks
* Dell Certification ID #415388

**WORK EXPERIENCE**

**Calance/Wipro/Endava (Sacramento Bee) - Contractor July 2016 - Current**

**Technology Support Specialist III**

* Team Lead for a group of 8 technicians based across the country.
* Participated in weekly meeting to discuss inventory, SLA’s, and security reports.
* Held 1on1 meetings with techs for training, change order implementations and employee development.
* Verified in-house training completion for Info Security, Harassment, and Inclusion etc. and verified enforcement of company Standard Operating Procedures.
* Worked with vendors for server Hardware upgrades and replacements.
* Performed Moves/Add/Changes (MAC) for various departments.
* Had multiple MDF/IDF closets and used network tools to verify active ports on switches and patch panels.
* Performed normal break/fix support for various laptops, PC’s, MacBook Pro’s, iPads, iMac’s and printers for approximately 800 users.
* Imaged computers using KACE Windows 10 Deployment Software.
* Used Active Directory to manage domain accounts for users and devices.
* On-call 24/7 for VIP clients.
* Used Bomgar to remotely support users, troubleshoot software issues and software configuration.
* Used Sentinel One to edit firewall rules and manage the Anti-Virus environment on all McClatchy devices.
* Support internal McClatchy employees with Office 365, Citrix, FortiClient VPN and Sentinel One Anti-Virus.
* Used KACE Management Tool for asset tracking and support and imaging of new devices.
* Support Mac computers using the Addigy Tool for updates, software deployments and MDM management.
* Perform hardware and software deployment support for new-hires and had virtual meetings for initial setup.
* Travel to various locations to provide onsite support when necessary.
* Perform hardware swaps on servers and pre-configured switches.
* Used Cherwell Ticketing for new Hires, Terminations and break/fix tickets and maintain responses within required SLA times.

**PG&E (Contractor)**

***Promoted -* Network Team Member September 15th 2015 – March 2016**

* Use Active Directory to create User Accounts, Security Groups & Exchange Mailboxes.
* Granted/Revoked end users access to ACL’s.
* Use RSA Control Console to create accounts & troubleshoot VPN connectivity problems.
* Assisted users with MobileIron@Work enrollment and used Administrative tools to create accounts, enroll approved mobile devices such as iPhones and Android based units.
* Assist Desktop Support technicians with Domain connectivity issues and application support for SCCM.
* Dispatch and escalate High priority network related problems using Remedy and document updates according to established procedures.
* Used Netop Remote Host to remotely connect to user machines and troubleshoot application & configuration problems.
* Supported Folder-Redirection issues on client machines & fixed associated problems with Roaming Profiles. Verified profile path in Active Directory and would perform resets when necessary.
* Part of the Disaster Recovery Team – Verify remote work locations function in case of emergency operations are required as per NERC procedures for a major municipality.
* Provided 2nd Tier Support of Microsoft Office 2010, 2013 and SharePoint.

**Frontline Support Analyst 1st Level February 2015 – 9/14/2015**

**Remote Support Analyst**

* Supported internal PG&E clients with remote application and hardware support.
* Created ACL’s using Active Directory to give user’s access to Network Shares, Department Specific Applications.
* Used BMC-Remedy to create Work Orders and Incidents to escalate problems to Field Technicians.
* Monitored Email and escalated problems according to prescribed SLA’s and turnaround time.
* Used Remote Connection tools to install, troubleshoot, and configure applications and internet browsers.

**County Of Placer (Contractor) September 2014 – December 2014**

**Desktop Support/Remote Support Technician**

* Supported internal County Of Placer departments with daily Remote Support & Desktop support functions. First-point-of-contact via phone and email for PC & mobile device related issues. Entered problem description/resolution using the HEAT ticket application, assigned priority, and monitored call following departmental SLA agreements.
* Attended daily conference calls with Vendors, I.T. Management to discuss policy changes and procedures.
* Submitted daily reports to the Help Desk/Desktop support managers on volume and any high-priority issues that need escalation.
* Used Dameware to remotely trouble-shoot and diagnose hardware and software related issues on Dell and Hewlett Packard desktop and laptop computers.
* Imaged new machines using SCCM and installed Office 2010/2013 running Windows 7 64-Bit. Installed propriety applications for the Department of Health and Human Service, County Sherriff, Board of Supervisors, WIC and others.
* Performed backup/restore of User data utilizing the Windows Transfer Tool.
* Used Active Directory and Windows Powershell to add/delete/move new users, computers and printers in a Windows 2008/2010 Server Environment.
* Added User Group in Active Directory to accounts for Secure WiFi users.
* Played limited role in performing folder-redirection using Windows 2008 R2 Server. My responsibility to verify data integrity of saved end-user documents and access permissions to saved data on the server side. On the client side would verify the redirection folder was mapped and all user data was present. (Used specifically for laptop users & VIP’s.)
* Setup network, local & wireless printers, I-pads, I-phones, and Android phones for new users, including MAS360 Security Software. Installed McAfee Endpoint Encryption on County of Placer computers, setup IronPoint security plugin for Outlook users and various other security software.
* Installed and configured County of Placer applications across various hardware platforms.

**Vision Service Provider (VSP) Contractor May 2014 – September 2014**

**Laptop Refresh Project (Lead Technician)**

* Sr. Technician on a 4 person team – It was my role to reach out to users that have outdated hardware & arrange time/date for the replacement.
* Upgraded approximately 300 Lenovo users from older T500 laptops to new T540’s and T440’s.
* Utilized SCCM 2012 to perform imaging, install basic applications and transfer user data.
* Performed post migration support for newly deployed machines. For Microsoft Outlook users retention of .pst/.ost files was a primary concern. For Lotus Notes users, bookmark.nsf, names.nsf & ID files.
* Installed department specific applications and security features.
* Setup encryption and Cisco VPN services for all newly deployed laptops.
* Assisted other team members in diagnosing and troubleshooting post-deployment user issues involving desktops, laptops, PDA devices, printers, remote access services, data backup & recovery of data, and network services.
* Verified inventory, new orders and date-of-delivery of all laptops for this project.
* Attended daily conference calls to discuss progress, problems & solutions.

**County of Placer (Contractor) October 2013 – May 2014**

**Desktop SupportWindows 7 Deployment**

**(Lead Technician)**

* Primary focus was the deployment of new Windows 7 Dell/HP Laptop and Desktops.
* As the part of an 8 person team my primary responsibilities was to verify inventory on old and new machines.
* Acted as onsite technical lead to trouble-shoot issues and relay solutions to the team.
* Attended daily conference calls and weekly meetings on progress, issues & solutions.
* Used Dameware to remotely trouble-shoot and diagnose hardware and software related issues on Dell and Hewlett Packard desktop and laptop computers.
* Imaged new machines using SCCM and installed Office 2010/2013 running Windows 7 64-Bit. Installed propriety applications for the Department of Health and Human Service, County Sherriff, Board of Supervisors, WIC and others.
* Performed backup/restore of User data utilizing the Windows Transfer Tool.
* Used Active Directory and Windows Powershell to add/delete/move new users, computers and printers in a Windows 2010 Server Environment.
* Setup network, local & wireless printers, I-pads, I-phones, and Android phones for new users, including MAS360 Security Software. Installed McAfee Endpoint Encryption on County of Placer computers, setup IronPoint security plugin for Outlook users and various other security software.

**Sutter Health March 2013 – October 2013**

**Windows 7 Upgrade Project**

* Performed Windows 7 upgrades on XP desktops and laptops.
* Backed-up and migrated client data using USMT and Easy File Transfer Tool.
* Verified successful restoration of client data and provided post-migration support.
* Performed a regular Desktop support role at various locations using Remedy for incoming trouble tickets.
* Used Asset Explorer to update newly deployed machine names and peripherals for inventory monitoring.
* Added new PC’s and Users to the Domain using Active Directory.

**Selkirk Enterprises November 2011 – December 2012 Desktop Support Technician**

* Maintained PC/Laptops, printers and peripherals for end-users.
* Added new user's to the network, imaged PC/Laptops, ordered and replaced parts & accessories as needed.
* Removed viruses & malware from infected machines.
* Installed new Wi-Fi routers and configured maintained access through firewall for clients with special permission.
* Installed maintenance kits on HP & Lexmark printers.

**California State University Sacramento February 2011 – June 2011**

**PC Refresh Team / Desktop Support Technician (Contractor)**

* Responded to daily software & hardware issues for desktop / laptop machines and both local and network printers.
* Supported Windows 7 and XP Pro along with Microsoft Office 2003 & 2007.
* Performed PC upgrades for various departments at the University of Sacramento for approximately 400 users.
* Created images on the new PC’s using Acronis Imaging Software and a Data Migration Tool to backup all data from old PC and transfer to the new machine.
* Responsible for deploying the new PC & Monitors to the end-user and verify a successful migration of client data.

**Field Solutions, Minneapolis, Minnesota (Headquarters) January 2010 – February 2011**

**Desktop / Network Support Technician (Remote Support)**

* Tested and verified possible broken or non-functioning devices delivered from other support technicians to verify failures.
* Responsible for coordinating RMAs for repair, shipping and receiving, and expected date of arrival to end-users in a timely fashion.
* Performed various duties ranging from Desktop Support to Installing and Supporting Point-of-Sale kiosks for various retailers.
* Printer repair work and network configuration was required with Lexmark, HP, and Kyocera high-capacity printers.
* Re-imaged Laptops with Windows 7 and MS Office 2007 for new-hires and install various in-house and shrink-wrap proprietary software packages.
* Provided hardware inventory reports for parts verification and resupply.

**Hewlett-Packard, Roseville, California Mar 2008 – Jan 2010**

**Field Engineer**

* Performed same-day / next-business-day warranty repair break / fix work for Bank of America end-users.
* Set up and installed software for Cisco wireless network cards and Blackberry phones, and served as second-level desktop support.
* Supported special group of fund managers that dealt with Traders for Bank of America.
* Provided warranty repair service on Dell & HP laptops, Samsung/HP monitors, IBM ThinkPad laptops (Certified), HP printers (Certified), and HP DL360 Series Servers.
* Installed and supported encrypted e mail clients and backup software on all bank-owned laptops.
* Performed data eradication decommissioned desktops, laptops, and servers using Department of Defense authorized software.
* This group had a 24 hour SLA for all issues due to the financial volume they dealt with on a daily basis.

**Unisys, Sacramento, California July 2005 – March 2006**

**Field Engineer (Dell Certified)**

* Performed same-day / next-business-day warranty repair break / fix work for local government / county offices, including police/sheriff departments, Department of Homeland Security, U.S. Army Reserve Command Center, U.C. hospitals, and schools.
* Demonstrated a high level of expertise over a wide variety of hardware platforms.
* Repaired Dell, Gateway, and HP/Compaq PCs/laptops.
* Replaced all FRUs, including motherboards, processors, video cards, optical drives, LCD Bezels and Displays, palm rests, keyboards, etc.

**PROJECTS**

* Networking – Installed Rack mounted Cisco Switches and cables.
* Laptop Refresh Project – Vision Service Providers (Sr. Technician) Contractor
* Windows 7 Upgrade Deployment – Sutter Health Contractor
* Windows 7 Upgrade Project – County Of Placer (Lead Technician) Contractor
* Cal-Fed Bank to Citibank Conversion - As a team member, converted over 320 former Cal Fed Bank branches to Citibank Financial Centers.
* Ran CAT 5 cable for all network-attached devices to a BCS cabinet containing two Cisco routers, two Catalyst 24 port switches, two Dell Servers, two UPS devices, and one NAS server.
* Orchestrated a setup of the LAN powered by Windows 2000 Server with a Linux component.
* Participated in disaster recovery efforts by documenting all systems changes and conducting recovery tests as appropriate.

* **SKILLS**
* A+ Certifed, NERC Compliant, Asset Explorer, MobileIron, Active Directory, Andriod O.S., iPAD/iPhone, MAS360, Ghost, Remedy, DAMEWARE, AS400, H.E.A.T. LAN/WAN Technical Support, TCP/IP, Microsoft Office, Lotus Notes, Windows PowerShell.