**Osbaldo Higareda**

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***Summary***

Professional with 18 years in the IT field with 8 years of supervisory and management roles. Major strengths include strong organizational, communication and leadership skills. Provided technical and leadership skills in handling multiple tasks and prioritizing to execution. Ability to deal effectively with deadlines and/or conflicts in a fast-paced environment. Demonstrate leadership experience, and mentors team members

# Professional Experience

**KLA-Tencor, U.S. Headquarters, Milpitas, CA**

***IT Manager, Client Platforms* July 2014 to Present**

Responsible for delivery of IT services on personal computing platform to the corporate end-users while maintaining standards, compliance, data protection, and security.

* Utilize system data to develop key performance indicators for goal setting, targets, budget analysis, software compliance and continuous improvement.
* Provide L2 escalations from service delivery team.
* Established and maintained Global Hardware standards. E.g. Attained 15% reduction for Intel Kaby Lake chipset.
* Successfully lead and completed company-restructuring initiatives such as site closures & relocations by coordinating with HR, Finance, Facilities, and Business Unit Leaders.
* Responsible and accountable for software & hardware standards, client builds, endpoint protection, Patch management, endpoint management, mobile device management.
* Provides stellar support for Executives & Board of Directors (on-call) and IT Escalations.
* Prepared BKM and Prepared and documented for internal processes as well as managing Service Now Knowledge base.

**KLA-Tencor, U.S. Headquarters, Milpitas, CA**

***IT Supervisor, Service Desk* June 2009 to July 2014**

Provides the delivery and support of IT corporate services on client computing platform. Managed three teams within Service Desk Group- L1-Helpdesk Team, L2-Desktop Support Team, and L3-Client Platforms Team. Responsible for global standards, process documentation, and global collaboration to attain goal in providing superior IT experience to corporate end-users.

* Achieved an average of 99% customer satisfaction month over month.
* Responsible for global client hardware standards to ensure competitive pricing and consistent configuration to all of KLA-Tencor Globally by implementing Global order portal.
* Project managed the following which resulted benefits to KLA-Tencor-
  + KLA-Tencor Printer\Copier fleet –
    - Implementation of new Ricoh printing Fleet in 2012 that provided secure printing and reduction in

usage by 22% and reduction in cost by 62% ($1.1M) for period of 3 years.

* + - Continued to leverage 2012 Ricoh implementation, work closely with facilities on vendor support negotiations in October 2015 that further reduced cost by 33% ($238K) for period of next 3 years.
  + Internet Explorer 8, 9, 10 end-of-support – managed the upgrade of Internet Explorer to version 11 with KLA-Tencor Business App Owners in approving 40+ various applications to change browser standard to MS supported version of IE 11 before EOS.
  + Client Management System
    - SCCM – Worked side by side with SSCM SME to manage software deployments.
    - Centrify - Managed implementation of Centrify for Apple devices that enabled AD integration for VIP users
  + Endpoint Protection –
    - BitLocker – managed implementation of BitLocker and bios lockdown globally.
      * Achieved 98% compliance
    - MalwareBytes Enterprise – managed implementation of MalwareBytes to be used as complementary to standard AV

tools for cleaning of infected windows systems.

* Managed, coordinated, and executed projects with Mergers and Acquisitions Leaders to successfully merge acquisitions, office closures.
* Responsible for Executive support & Board of Directors support (on-call) and IT Escalations.

**KLA-Tencor, Milpitas, CA June 2000 – June 2009**

***Desktop Support Specialist III/Desktop Support lead***

* High level technical support for 1500 use campus
* Primary Support for Executive and VIPs
* Responsible for diagnosing and troubleshooting end user issues involving desktops, laptops
* Active Directory Administration and IDMS /adding/removing/machines/users
* Implementation of new services for acquisitions and provide transitional support to end users
* Deliver New hire onboarding services
* Preparing & Documentation processes for IT support and Helpdesk staff

# Education

## University of Phoenix, San Jose, California

Bachelors of Science in Information Technology, with Advanced Business Analytics Certification

**Certifications:**

Bomgar Admin Certified

Cisco Telepresence Certified