# **Glen Navarrete 209.518-6029**

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**Objective:** To obtain a position within the Information Technology department that revolves around a Windows AD and Windows 10 environment.

**Skills:** Microsoft Windows 10, 8 and 7/XP/2000/NT/98, Office O365, Suite 2016, 2013 ,2010, 2007, 2k3/2000, MS Outlook, TCP/IP, HP Printers, basic Active Directory, Windows device imaging, ServiceNow ticketing system and troubleshooting computer hardware/software. Excellent team player and very strong customer service, analytic and written skills. Dell, Lenovo and Comptia A+ certifications.

**Experience:** 11/2000 – 12/2020 Robert Half San Ramon, CA

**Deskside Technician III**

* Phone support for field and corporate users in a work from home environment.
* Support 1000+ end users as member of Desktop Support team
* MS O365 troubleshooting, Shotetel Communicator, Oracle client troubleshooting
* Troubleshooting Windows OS issues, device driver updates, Windows performance issues and Windows updates.
* Reset user/computer accounts in Active Directory.
* Modified computer accounts and moved to correct container in Active Directory when needed.
* Delegate work load in ticketing system for other Desktop technicians
* Image/re-image company devices
* Break/fix laptops, desktops and tablets
* Installed DIMM/SIMM memory modules in laptops and desktops
* Contact vendor and submit repair ticket for devices under warranty
* Perform data migration for replacement user devices
* Project lead in various projects
* Key member on company ADP Payroll rollout
* Provided input and documentation for department process & procedures
* Member of company printer standards committee until 12/2012
* Acting lead when manager or lead are not available and point of contact for escalations.

8/2000 – 11/2000 Anderson Consulting San Ramon, CA

**Desktop Engineer**

* Install standard Ghost image on laptops
* Performed general pc troubleshooting
* Maintained inventory and ordered supplies when needed

3/1999 – 8/2000 Compucom at Nortel Networks Santa Clara, CA

**Desktop Technician**

* Desktop support for 1200 end users in a corporate environment
* Troubleshoot various software/hardware issues
* Coordinate with vendors for warranty parts repair
* Configure TCP/IP network settings
* Check data closet for proper LAN connections

**Education:** Overfelt High School San Jose, CA

* General Education
* Graduated 1980

Evergreen Community College San Jose, CA

* General Education
* Computer Drafting

**Interests:** Golf, biking, gardening, family activities.

\*References available upon request.