**Sidney Hopkins**

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**SUMMARY OF QUALIFICATIONS**

**A lot of my work has been contract work however, I strongly desire a permanent fulltime position**.

**Experienced in user support and customer service.** **A broad understanding grouping of computer hardware and software, including installation, configuration, management, cable management, troubleshooting, and support.** Worked as a System Admin and a Network Admin setting dhcp server email, dns server.Network Security and Network Management Wireless authentication, 802.11standards,wireless access points, wireless coverage, site surveys, post site surveys Network storage, Disaster recovery and Network Troubleshooting, Virtualization, Data Center Infrastructure, Cloud Security, Cloud Management, Bluetooth technology **Windows operating system in a business environment, possess network, Wi-Fi, and printer troubleshooting skills as well as a knowledge of desktop applications and email.** I have some experience creating server user accounts and mapping network drive shares and installing network printers. **Experience with backing up and restoring workstations along with virus and malware removal. Experience migrating clients to different platforms like XP to Windows 7, Windows 10 experience with Mac os lion.** Experience troubleshooting windows XP, Win7, and Win8 client configurations, experience resolving group policy, security issues, CIA, wireless security, and MAC filtering. SSID disabling, networking, iE issues, setting security zones. Troubleshoot software installation and failures, run program in xp mode in an Enterprise environment. Used event viewer to manager events and to help troubleshoot issues that arise. **In an enterprise environment troubleshoot and resolve logon issues, network, shared and local printer issues, experience supporting Office 365.**

**Edit logon scripts**

**CERTIFICATIONS**

Dell Certified

System Engineer & Computer Repair Certification

Microsoft Office User Specialist Certification

**Microsoft Certified Professional**

Microsoft Certified System Engineer

**Microsoft Certified Professional - Network Control Operator**

A Plus Certified Technician

Network PLUS Certified Trained

Security PLUS Certified Trained

Server Plus Certified Trained

CompTIA Cloud Computing + Trained

CompTIA Mobility+ Trained

Microsoft Security Fundamentals -Trained

CompTIA Linux+ -Trained

**PROFICIENCY**

Ensure optimal customer service and satisfaction is afforded highest attention and priority.

Ability to translate complex ideas, technical facts and processes into non-technical language

Expert at solving technical challenges, with superb troubleshooting skills.Backups

Experienced configuring networks, routers, and repairing personal computers; CCNA classes completed, Network Installation and Configuration, Network Security and Network Management, Network storage, Disaster recovery and Network Troubleshooting, Virtualization, Data Center Infrastructure, Cloud Security, Cloud Management.

Familiar with help desk ticketing systems such as Peregrine, Remedy, Magic Total Support, Right now. Remote Access: Log Mein, Wireless site surveys, wireless spectrum analysis, Bluetooth technologies, wireless authentication, snmp. Managing mobile devices, installing and configuring mobile solutions, configuring device policy, backup and restore.

Active Directory

Hyper-V

Understand operating system installation (Windows 10, Windows 7  
• Virus/spyware removal using standard utilities (MBAM, CCleaner, etc...)  
• Networking principles like DHCP, DNS, TCP/IP, troubleshooting LAN connectivity  
• Configure and install network printers (set IP on printer, configure on PC)

Enterprise Security

**ENVIRONMENTS**

(WinServer2003, Win XP, Win Vista, Win2t Window Server 2003, 2008, 2012, MS Off. 2007, 2003, XP, 2000. Network Platforms- LAN-Work Groups and Domains, Win 95,Win 98, Win NT, Mac OSX, Mac OS 8.5,-9X,10.7 lion, Mac OS 10.10, linux Yosemite, Java Virtualization, Data Center Infrastructure, Cloud Security, Cloud Management AND MORE.)

**Electro-Rent 2018-Present**

* Network Install and de-install
* SUPPORT AND REPAIRS
* MEETING CLIENTS SUPPORTING
* Troubleshoot maintain networks and printers.
* Office 365 setup, user migration, deployments, updating, managing
* Image computer Mac and windows
* Install and repair audio and visual equipment
* Setup and repair tablets
* Install switches, routers, cables etc
* Setup wireless network
* Repair pc and mac
* Replace screens on tablets
* Test computer
* Test tablet
* Test monitor
* Test sound equipment
* Document results
* Repair and test printers.

**UCLA Health (PMURPHY AND ASSOCIATES)2018**

* INSTALL AND CONFIGURE SECURITY FOR NETWORK
* Imaged machine
* Add machine to domain
* Use RDP to connect to machine to troubleshoot
* Data backup
* Map printer
* Map network drives
* L;oDatabase mapping
* Edit logon scripts
* Traveled to various location to work and much more.
* visit clients deskside for support
* av setup in conference room
* webex setup
* box setup for backing up
* skype
* called clients to troubleshoot issue
* traveled to various site for support
* use ServiceNow for ticketing

**Hi-Tech COMPUTER SERVICES (SELF OWNED)**

* COMPUTER SALES
* SUPPORT AND REPAIRS
* MEETING CLIENTS SUPPORTING THERE NEEDS
* Office 365 setup, user migration, deployments, updating, managing

**Forever21 (Robert Half Technology) Dec 2017 Jan2018**

* **Remotely log into Pos, Servers, Computers using RDP, dame ware, LogMeIn**
* Ran updates and installed new apps
* Documented procedures

**Great Western Bank (Robert Half Technology) Nov 2017 Dec 2017**

* Migration from window 7 to Win 10
* Install Applications, Drivers, printers
* MEETING CLIENTS SUPPORTING THERE NEEDS
* Office 365 setup, user migration, deployments, updating, managing
* Users after migration support.

**Kars Auction Service (Peak Systems) Nov 2017 Dec 2017**

* Migration from window 7 to Win 10
* Install Applications, Drivers, printers, manual backup and restore
* MEETING CLIENTS SUPPORTING THERE NEEDS
* Office 365 setup, user migration, deployments, updating, managing
* Users after migration support.
* Install and image laptops and desktop join to domain rename computer

**Usc Keck Hospital (Prosum) Jan 2017- April 2017**

**Desktop Support**

* Set up new employee desks, computer equipment, faxes, phones, printers, etc.

Migration Win 7 to Win10 and support tech for desktop team Migrate and deploy 3000 computers image new machine using, Sccm for imaging tools also did support for Windows 10, Outlook, and various special application used by staff, also did troubleshooting and repairs Install cables necessary for computer systems, networks and peripheral equipment. Installing printers hardware and software from one location to another supported end user logging into citrix installing network printers etc.

**United States Department of Justice (Barrister Global Services) June 2016- August**

**Desktop Support/Network Specialist**

* Set up new employee desks, computer equipment, faxes, phones, printers, etc.

Migration Win 7 to Win10 and support tech for desktop team Migrate and deploy 3000 computers image new machine using, Sccm for imaging tools also did support for Windows 10, Outlook, and various special application used by staff, also did troubleshooting and repairs Install cables necessary for computer systems, networks and peripheral equipment. For the county of Federal Government.

**LADPSS (INTRATEK COMPUTER Contract) January 2016 – June 2016**

**Desktop Support/Network Specialist**

* Set up new employee desks, computer equipment, faxes, phones, printers, etc.

Migration Win XP to Win7 and support tech for desktop team Migrate and deploy 3000 computers image new machine using, Norton ghost for imaging tools also did support for Windows 7, Outlook, and various special application used by hospital staff, also did troubleshooting and repairs Install cables necessary for computer systems, networks and peripheral equipment. For the county of Los Angeles.

**UCLA (Robert Half Technology contract) September 2015 – 2016**

**Desktop Support Specialist**

* Encryption fair checkin personal and university laptops, iPad, tablets, smartphones and encrypt devices with native encryption or use
* Third part encryption like PGP to encrypt devices and for tablets and smartphones installed air watch
* After encryption verified that customer could access data in user account and deleted our account used for encryption and backup worked Mac and Pcs.
* Av setup
* webex setup
* conference room
* use skype to contact clients

**Kaiser Hospital (Robert Half Technology contract) July 2015 – September 2015**

**Desktop Support Specialist**

* Set up new employee desks, computer equipment, faxes, phones, printers, etc.
* Migration Win XP to Win7 and support tech for desktop team Migrate and deploy 3000 computers image new machine using sccm, usmt, nexgen, Norton ghost for imaging tools also did support for Windows 7, Outlook, and various special application used by hospital staff, also did troubleshooting and repairs Install cables necessary for computer systems, networks and peripheral equipment.

**Children Hospital (Barrister Global Services contract) November 2013 - November 2014**

**Desktop Support Specialist**

* Install cables necessary for computer systems, networks and peripheral equipment.
* Set up new employee desks, computer equipment, faxes, phones, printers, etc.
* Perform routine preventive maintenance on hardware, software, peripherals and network equipment.
* Migration XP to Win7 and support tech for desktop team Migrate and deploy 3000 computers image new machine using sccm, usmt, also did support for Windows 7, Outlook, and various special application used by hospital staff, also did troubleshooting and repairs
* Assist with the training of staff in the operation of computers and related peripheral data processing, equipment and software.
* Maintain a variety of network activities including establishing and maintaining user accounts, data paths, passwords, e-mail accounts, Internet connectivity, back-ups and designated programs and systems; troubleshoot and resolve password issues.
* Troubleshoot, diagnose and resolve problems with peripheral equipment including printers, printer cables, scanners, hubs, operating systems and others; connect workstations to network and install related software on workstations and servers.
* Communicate with internally and to outside agencies to exchange information, coordinate activities and resolve issues or concerns.
* Maintain inventory of parts and supplies; stock and order supplies as needed of computers.

**T-Mobile (Robert Half Technology contracts)**

**Desktop Support**

**August 2012 – August 2014**

* Migration and support tech for Windows 7 migration supported End users after migration to windows was complete did imaging using ghost, wipes, data backups among other things, also did after migration support to troubleshoot network connection used tools like ipconfig to check network configuration and ping to check for network connectivity

**September 2012 – November 2012**

* Migration and support tech for windows 7 migration supported End users after migration to windows was complete did imaging using window easy file transfer tool.

**United States Post Office (Peak Systems, Inc. contract) June 2013 – August 2014**

**Desktop Support**

* Traveled various locations to do printer
* Migration

**AIG Managed Print Services Project (Peak Systems, Inc. on-call contracts)**

**Tech Lead June 2011 - Present**

* Installed HP Printers, Configured printers for users, printer mapping for users, trained users, resolved printers issues, installed printer drivers.

**Capital One Bank (Insource now Services contract) 2010 - 2011**

* Windows 7 Migration

**Barrister Global Services (contracts) January 2009 – Present**

**Desktop Support**

* PC Deployments and Refresh Dell-UBS Deployment Projects, upgrade printer repair etc. I would also use DHCP to assure workstation or printers get an IP address on the correct subnet.

**Peak Systems, Inc. (on-call contracts) 2009 – Present**

**Desktop Support**

* PC Deployments and Refresh Dell-UBS Deployment Projects

**Image World Office Automation**

**Computer Sales/ Technician** **August 2000 – August 2013**

**Cyberdefender (Robert Half Technology contract)  2011**

**Help Desk Analyst**

**Macerich (Robert Half Technology contracts)  2011**

**Help Desk Analyst**

* Check configuration on workstation, laptops install apps set up vpn I also evaluated current or emerging technologies to consider factors such as cost, compatibility, or usability.

**DSL Extreme**

* Technical Support, knowledge of TCP/IP networking, core internet technologies (DNS, SMTP, work with server).
* Configuring and administering Windows 2003 -2012 servers as well as Exchange 2003 2008

**Merchant Systems**

**Technical Support 2007 - 2008**

**Crossing Digital Divide**

**Network Technician 2007**

**TAC Worldwide**

**Network/Computer Technician 2007**

**Blue Water Communications Group**

**Network Technician 2007**

**Murphy, McKey & Associates, Inc.**

**Network Technician 2007**

**Alameda Health Services**

**Customer Service/ Computer Technician 2003 - 2004**

**Digital Direct Services**

**Junior Administrator 1998 - 2000**

**EDUCATION**

**Electronics Technician** 1984 **Minor: Business**  
**George C Wallace Community College, Selma, AL**     
**Courses: Direct Current Circuits Analysis, Alternating Current Analysis, Electronic Circuits, Digital Electronics, Business Communication, Motor Control, Tech Physics**  
    
**Electronic Engineering Technology** 1986     
**DeVry University, Los Angeles, CA**     
**Courses: Circuit Analysis, Direct Current Circuit Design, CKT Analysis Lab, Basic Programming, Digital Circuits Design, Circuit Analysis Design, Electronics, Trigonometry, Calculus**