RANDY STONEBARGER

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# SUMMARY

Analytical PC/LAN Analyst professional with over 20 years of experience providing desktop support with software/hardware capabilities, as well as network administration. Independently works well or in a group setting, providing all facets of computer help desk support, such as troubleshooting, installations, and maintenance. Highly skilled in providing excellent customer and end-user help desk support. Provide excellent communication and presentation capabilities. Quick problem solver in identifying and resolving technical issues and concerns. Take proactive approach when addressing issues to improve business productivity.

# EDUCATION

Heald Institute of Technology January 1996

San Francisco, CA

Associate of Applied Science in Electronic Technology

# PROFESSIONAL EXPERIENCE

Amazon.com Services LLC, Stockton, CA April 2020 - Present

**IT Support Associate II**

* Support the operations team in resolving technical problems within an Amazon Operations facility that span across a multitude of technical disciplines
* Allocation, maintenance, and troubleshooting of IT equipment used in Amazon Operations facilities
* Handles support requests and procedures across network
* Ability to support customers from multiple buildings in the area, as well as remote customers
* Assist in training new hires

Wells Fargo Bank, N.A., San Francisco, CA May 2008 – April 2020

**Desktop Support, PC/LAN Analyst**

* Provide on-site desktop support and remote troubleshooting for all employees in the Foreign Exchange (FX) Trading Desk
* Provide onsite trading application support for the following: Bloomberg, TradeWeb, MarketAxess, 360T, BARX, Autobahn, Thomson Reuters Eikon, Thomson Reuters FXT, JP Morgan Markets, BNP Cortex, UBS, Citi Velocity, Microsoft Office Suite, and Outlook 2016
* Support mobile devices such as iPhones, IPads, and Blackberry to certain FX employees
* Participate in the development of PC/LAN architecture, design and support strategies and plans
* Lead client needs assessments, evaluates technical alternatives, and recommends solutions to meet identified needs
* Participate and assist with hardware and software life cycle management
* Lead the planning, installation and implementation of large-scale projects to meet client requirements
* Provide technical expertise regarding the development and/or use of diagnostics and tools
* Provide guidance and direction to less experienced staff in the resolution of escalated and/or highly complex PC/LAN related hardware, software, operating systems and network problems
* Lead problem resolution with users, vendors and internal service groups as needed
* Provide technical solutions for all productions systems, devices and other technical applications to the lines of businesses directly via face-to-face interaction
* Responsible for managing technical service requests independently to make sure that they were handled in a timely manner and closed appropriately in the system
* Troubleshoot hardware fix and other software systems supported by the bank
* Assure documentation, Business Continuity Plan, quality, security and compliance requirements are met for supported environment
* Oversees creation and testing of business continuity plan and assesses changes of risk to the environment

Wells Capital Management, San Francisco, CA April 2004 – May 2008

**PC/LAN Engineer**

* Assisted end users and IT Specialists by phone and e-mail with first-level technical support, working to resolve as many incidents at the Tier 1 level
* Worked with Tier II, and other groups to resolve technical problems
* Created, responded, and escalate tickets as necessary to the appropriate groups, in which each ticket must have troubleshooting documentation that explains the issue, action taken, and the resolution to the problem
* Provided timely responses to client and management requests
* Followed set policies and procedures when assisting clients to ensure proper handling of requests
* Monitor and perform appropriate action on the Help Desk mailbox, voicemail and return calls in a timely manner
* Supported over 400 users, including the President and Officers of the firm with technical needs
* Participated in the development of new support/technical standards
* Identified areas of need and develop/implement technological solutions
* Performed other system administrative duties as required

Providian Financial, San Francisco, CA December 1999 – March 2004

**Senior Lead Technician Desktop Support**

* Assisted over 600 end users including CEO, Vice Presidents and Officers by phone and e-mail with technical needs
* Responsible for connectivity issues and network connections
* Trouble-shoot hardware, software, and data network problems for individual users
* Created and maintained system images for desktop and notebook computers
* Configured Ghost images and image deployment
* Provided preventive maintenance of personal computers and related systems
* Created NT accounts for new users on workstation and synchronize user password
* Configured workstation to access network printers
* Responsible for support and installation of Palm Pilots, hardware and software configuration

Bank of America, San Francisco, CA December 1997 – December 1999

**Technician Specialist**

* Responsible for repair and service of computer and office equipment
* Responsible for servicing COIN equipment within departments
* Maintained server upgrades and repairs
* Installed and supported Token rings and Ethernet topologies
* Performed onsite repair and preventive hardware support for PC/LAN workstations, file servers, and associate peripherals for major corporate and BASE locations

Computers for Rent, Burlingame, CA September 1996 – December 1997

**Branch Manager**

* Responsible for the daily operations for the computer rental organization
* Set up networking system and troubleshoot computer equipment
* Created and enhanced the procedures related to leasing/rental and quality control

**TECHNICAL SKILLS**

* Advance knowledge of various operating systems: Microsoft based Operating Systems, Windows XP Professional, Windows 2000 Professional, and Windows 9X/NT/7/10, Novell NetWare, and Mac OS
* Advance knowledge of system applications: Microsoft Office Suite, Microsoft Outlook, Lotus Notes, Skype, and Symphony Collaboration
* Knowledge of Securities Trading Applications: Bloomberg, Tradeweb, MarketAxess, 360T, BARX, Autobahn, Thomson Reuters Eikon, Thomson Reuters FXT, BNP Cortex, UBS, JP Morgan Markets, CITI Velocity
* Advance knowledge of ticketing system, Remedy Action Request
* Advance knowledge of various hardware systems: Compaq, Dell, Hewlett Packard, IBM-Compatible, Lenovo, Apple devices, RIM Blackberry
* Knowledge and completion of Linux Administration

**REFERENCES**

Available Upon Request