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| Lance Cowart  722 Laconia Blvd # 16, Los Angeles, CA. 90044  310-895-6124  Lkarnell829@yahoo.com | | | | | |
| Summary | | | | | |
|  | I am seeking meaningful employment with a company that will take full advantage of my IT Experience and complete set of skills and talents. | | | | |
| Computer skills | | | | | |
|  | * Experience in hardware and software upgrade conversion of desktop and laptop computer. * Microsoft System Center Configuration Manager SCCM * Provides first-level support for all incoming Help Desk calls and e-mails. * Active Directory Users and Computers in Microsoft Management Console. Windows 7, 10 * Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook). * Operating System Imaging, Patch link, Symantec Antivirus and Norton Ghost. * Outlook, iManage, Blackberry, Good link or other PDA devices. Carpe Diem, Delta View. | | | | |
| Experience | | | | | |
|  | | **Sr. Desktop Support Technician**  The Aerospace Corporation, El Segundo, CA.   * Answer technical support requests via email, chat, and phone. * Update knowledge base and troubleshooting documentation for internal and customer use. * Perform Installs, Moves, Adds and Change (IMAC) activities. * Handles the installation and technical troubleshooting of various IT equipment (computer desktops/notebooks, office phones, printers/copiers/faxes, branch network devices, etc.). * Administer and resolve issues with associated end-user workstation networking software products. * Administrating Microsoft Office 365, including Visio, Windows 7/10 * Analyzes, troubleshoots, and resolves routine application and desktop operating system problems within established procedures and priority time frames. | | Dec 2017 – Nov 2020  May 2017 – Dec. 2017 | |
|  | | **Sr. Desktop Support Technician**  DXC/Kraft, Fullerton, CA.   * Perform onsite analysis, diagnosis, and resolution of desktop problems for end users, and recommend and implement corrective solutions. * Resolve tickets using Service Manager 9 ticketing system. * Perform Installs, Moves, Adds and Change (IMAC) activities. * Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software. * Conduct diagnostic reviews and produce error reports in order to identify and correct any problems, Accurately document instances of desktop equipment or component failure, repair, installation, and removal. * Clearly and courteously communicates with internal and limited external customers. | | | |
|  | | Sr. Desktop Support Technician | | | Feb 2017 – May 2017 |
|  | | **Clarity Technology Partners,** San Luis Obispo, CA   * Support duties include Windows standard hardware and applications, printers,   And mobile devices.   * Setup AD accounts, Exchange mailboxes, and account permissions. * Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook). * Build and update desktop images monthly. * Diagnose and resolve network related issues. * Manage, resolve and update tickets and escalate as needed.  |  |  |  | | --- | --- | --- | | Technical Support Analyst | June 2012 – Feb 2015 | | | * Dechert LLP, Los Angeles, CA.   + Performs troubleshooting, backup, archiving, and disaster recovery.   + Interacts with internal clients to resolve basic and complex help desk issues.   + Sets up, administers and maintains computer stations and software for the company.   + Administers and maintains local and web-based versions of our tracking software.   + Sets up computers for new users and ensures delivery of equipment to users. * Creates network and email accounts for new users. | | | | Procurement Engineer | | Nov 2006 –June 2012 | | Sheppard Mullin Richter & Hampton LLP, Los Angeles, Ca.  • Active Directory Users and Computers in Microsoft Management Console.  • Sets up, administers and maintains computer stations with VM Ware Console.  • Provide company training programs and provides additional support when necessary.  • Interacts with internal clients to resolve basic and complex help desk issues.  • Administers and maintains local and web-based versions of our tracking software.  • Sets up computers for new users and ensures delivery of equipment to users.  • Provides product and service purchasing guidance for the department.   * Purchases software, hardware and other IT supplies for main office and others. | | | | Information System Specialist | | Nov 2005 – Nov 2006 | | Kaiser Permanente – Los Angeles, CA.  • Provisioned computers and software system to clients.  • Provided desktop assistance to all clients, software and hardware-related matters.  • Coordinated computer maintenance with other Information Technology professionals.  • Detailed Client Tracking Systems, i.e. Remedy, Track It, Foot Notes!  • Provided remote, local and international desktop support.  • Trained staff and oriented them on how to use hardware and software systems.   |  |  | | --- | --- | | Sr. Desktop Support Specialist | June 2005–Nov 2005 | | Matura Farrington Legal Staffing Services, Los Angeles, CA  • PC installation, configuration, and ongoing usability of desktop computers.  • All peripheral equipment and software within establish standards and guidelines.  • Provide second level support to the Help Desk Analyst.  • Net meetings & VC setups for coast to coast meetings  • Latham & Watkins, Munger, Tolles & Olson, Paul Hastings, Pillsbury, Shaw Pittman, | | |  | | | | | | | | |
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| Education | | | | | |
|  | | Microsoft Certified Systems Technician & Dell Certified ProfessionalSan Jose States University – Information Technology (1983 -1985)Cal State Long Beach (1986 – 1986)West Los Angeles College (1987 – 1989) | | |  |
|  | | **References Furnished Upon Request.** | | | |