**Jay D. Lodhiya, (24 Yrs. Experience)**

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**Summary:**

* Professional and experienced, detailed-oriented Desktop support L3 & up motivated to drive projects from start to finish as part of a dynamic team and **CITIZEN of USA**
* Committed to maintaining cutting edge technical skills with latest industry knowledge, always open for new ideas and willing to learn more for this challenging technological world
* Excellent diagnostic and problem-solving skills with the best proven customer service record
* Windows XP, 7 to 10, Apple OSX, UNIX, ITIL&ITSM standards and administration of Office 365 products, MS Exchange, Azure, One drive and some other applications below
* Network maintenance, Configurations and Troubleshooting, with I phones & Android phones.
* System upgrades and Backups, Autonomy, migration, Encryption, JAMF, Casper with SQL etc.
* Active directory, SCCM and PDQ for user access management with testing antivirus & Imaging
* Cable, hardware, software, hubs, routers, Switches, installations maintenance and troubleshooting including hand devices, Web Ex, Zoom, Teams, Okta, Centrify and desk Phones
* Printers, Scanners, fax upgrades maintenance, troubleshooting, AV support & Inventory
* Remote access technology VPN, VNC, Citrix, VM Ware, Remote Desktop, Go to assist, Zoom
* Ticketing Service Now, HP Service manager, Remedy, Kerio Connect, Track IT and many more

**Education/Certifications**

* High School Diploma,1980 Rajkot, India (Languages: - Gujarati, Hindi, English)
* Microsoft Certified Professional (MCP) ID # 1422480
* Comp TIA A + (220-1001) – Certificate of Completion 2021
* Comp TIA A + (220-1002) – Certificate of Completion 2021
* NASA Information Security & Privacy - 2016
* Preventing Discrimination & Harassment for: CA Employees

**Professional Experience**

**San Mateo County Office of Education Sept 2019 – March 2020**

**Desktop Support Specialist (Limited contract for Agreeya)**

* Complete end user support including Creating tickets with first point of contact.
* By Using Kerio connects per user’s needs for AV tickets, Inventory etc.
* Also Configurations and maintenance for Google Chrome Boxes

**Migration Engineer**

**Cepheid (Limited Contract for PRI) – Sunnyvale CA May 2019 – Aug 2019**

* Complete Migration for Win/Mac and some application access managements as below.
* Office 365 Migrations with Emails, SCCM, and JAMF, Active Directory, Sales force, Oracle
* Access Management and Managing Inventory by Giga Track, On/off board and AV support
* Diagnostics, Deployments, upgrades, backups, Configurations, and troubleshooting, walk ins and remote support, with Service now and Kace ticketing

**Independent contractor Oct 2018 – May 2019**

**Desktop Support (Part time Only)**

* Working on complete endpoint support for win/mac up to L4, including remote and walk ins
* Diagnosis, Deployments, upgrades, backups, Configurations and troubleshooting for Win/Mac
* Printers, Phones, hand devices, AV Support including Office 365 and administering some apps as mentioned in this resume above. Working independently across the Bay area on call basis

**Extreme Networks. San Jose CA (Limited Contract for Aptask) March 2018 – Sept 2018**

**Desktop Support Specialist**

* Working on complete endpoint support for win/mac L3 and up, including remote and walk in for all Extreme Network locations worldwide including Diagnosis, Configurations, troubleshooting,
* Deployments, upgrades, backups, with SQL, ticketing SLA and, I phone, Android phones etc.
* Access management of Active Directory On-off board, SCCM, PDQ, MDT, VM Ware, Azure, AV

**Lumentum. Milpitas CA (Limited contract for Xoriant) Oct 2017 - Feb 2018**

**Desktop Support Specialist**

* Working on complete endpoint support for win/mac up to L3, including remote and walk in for all Lumentum locations worldwide including Diagnosis, Configurations, troubleshooting, Service Now ticketing, Deployments, upgrades, backups, with SQL, I phone, Android phones, AV etc.
* Access management of Active Directory On-off board, SCCM, PDQ, MDT, Azure, VM Ware
* Administration for Concur, Jira/Confluence, DocuSign, Adobe, Salesforce, Office 365 products, GTM, CMDB, Certify Single sign on, Bit locker, Malwarebytes, Oracle, plus, Avaya Phones.

**Apttus. San Mateo CA (Limited contract for Advantis Global) Mar 2017 - Sept 2017**

**Desktop Support Specialist**

* Working on complete endpoint support for win/mac up to L3, including remote and walk in for all Apttus locations worldwide including Diagnosis, Configurations, troubleshooting, Deployments, upgrades, backups, with SQL, Service Now, I phone, Android, AV Support for the entire Network
* Access management of Active Directory On-off board, SCCM, PDQ, MDT, SQL, Azure VM Ware
* Administration for Concur, Jira/Confluence, DocuSign, Adobe, Sales force, Office 365 products, GTM, CMDB, Certify Single sign on, Bit locker, Malwarebytes, Oracle plus ShoreTel Phones.

**San Ramon Regional Medical Center. San Ramon, CA Nov 2016 - Feb 2017**

**Desktop Support Technician (Limited contract for IMC)**

* Win/mac Deployment, Configuration, Diagnosis, Troubleshooting, Active Directory, Refreshes.
* Complete end user support PDQ, SCCM, SQL, Office 365 products including Printers & Phones
* Inventory Control using Wasp and Giga Track

**San Mateo County Office of Education. Redwood City, CA Jun 2016 - Nov 2016**

**Desktop Support Technician (Limited contract for Agreeya Solutions)**

* Complete end user support including Active Directory win/mac & Ticketing, SCCM, MDT, Azure
* Using Kerio connects per user’s needs AV tickets, SQL. Office 365 products, Inventory etc.

**NASA Ames Research Center. Mountain View CA Jan 2016 - May 2016**

**Lead Deployment Team (Limited contract for T. J. Westlake)**

* Complete Deployments of win/mac & with SCCM, onsite, remote & phone tech support
* Diagnosed and troubleshoot windows, Mac & applied solutions to increase company efficiency, Backups also manage Office 365 products, MS Exchange and lead the entire team.
* Active directory and user access management with Encryption- Descriptions upgrades. Install-de install hardware, software, configurations, and troubleshooting including hand devices.
* Built application platform foundation to support migration from client server to end users
* Consistently met deadlines & requirements for all work orders with, Office 365 products, Azure
* Provided documentation on start-up/shut down and all level troubleshooting for end users, also work on tickets for to maintain the proper excess to all the users. MDT, AV and VM Ware

**El Camino Hospital. Mountain View CA Jun 2015 - Dec 2015**

**Desktop Support Technician (Limited contract for Pomeroy)**

* Complete Technical support from Server to end users including Troubleshooting and Deployments Win/mac tailored for management to end user’s needs, remote & onsite support
* Aligned office departments and increased inter-department communication and data sharing.
* Recommended network security with antivirus, standards to management. MDT, Azure, AV
* Working from 6pm to 6am all night for controlling the command center for any emergencies.

**Milestone Technology. Fremont CA Jun 2015 - Apr 2017**

**Desktop Support Technician (Part time only)**

* Complete Technical support from Server to end users including Troubleshooting & Deployments tailored for management to end user’s needs, remote & onsite support
* Working across the bay area on with big companies like Cisco, Scandisk, Agilent & so on…
* Aligned office departments and increased inter-department communication and data sharing.

Recommended network security with antivirus, standards to management for Win/Mac

**Computer Network Technician Jan 2002 - June 2015**

**Independent Anderson CA**

* Established compatibility with third party software products by developing program for modification and integration, for small businesses around 30 miles. For Win/Mac
* Complete Desktop Support and developed, implemented complex applications on multiple platforms. Provided continued maintenance and support.
* Deployments, hardware, software, upgrade and maintain the entire network for customers.
* Also support Printers, phones, and Inventory, working on call for proper service.

**Thrifty Car Rental. Millbrae CA Oct 1999 - Nov 2001**

**Regional Network Manager**

* Managed company network for up to17 locations in the San Francisco/Northern CA area
* Provided hardware & software support on various Windows Operating Systems & Platform
* Handled routine networking/computing infrastructure tasks as requested by employees and management, also worked on for user access management and Backups for Win/Mac
* Designed strategic plan for component development practices to support future projects.
* Managed creative projects from concept to completion while managing outside vendors.
* Recommended network security standards to management. Designed and implemented new server standards for core business services Encryption- Descriptions for data.
* Complete end user’s support, Printers, Fax and Phones installations and maintenance.

***LinkedIn -*** [***https://www.linkedin.com/in/jay-lodhiya-31325a20****/*](https://www.linkedin.com/in/jay-lodhiya-31325a20/)

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