Jesse Hampton Jr.

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Athletic worker with integrity, strategy, and completes jobs in a timely fashion. Ability to adapt to projects, ensure safety, remain within compliance, and prevail with others as a team.

Windows XP, 7, 8, 10 Microsoft 2010, 2016, 365 SCCM 2012, 2016

LAN / Network Support Active Directory Workstation Inventory

V-Sphere VM Client Service Now Microsoft Service Manager

Windows Server 2008, 2012 Epic Oracle

**Professional Experience**

Amazon San Leandro, California

FC Associate 9/2019 - Present

Biggest internet-based company in the world. Amongst a team of 50 people in a distribution center with several warehouse duties.

* Unloading packages to be sorted into rows filed by letter and number throughout the warehouse
* Scanning packages to be placed in inventory and to checkpoint location at residing distribution center
* Retrieving packages on carts and bringing them to trucks for customer delivery

William Sonoma Richmond, California

Merchandiser W/ Lyft 11/2017 – 8/2019

American Publicly traded consumer retail company that sells kitchenware and home furnishings. Residing in the inbound department. Amongst a team of 10 people my Normal duties are driving a standup forklift and stocking furniture to be inventoried onto racks. Routinely stocking around 100 -150 pieces.

* Coordinating staging areas to offload furniture for necessary headway to segment furniture from specific trucks
* Maintaining accurate inventory on furniture and staged locations displayed in the company database
* Arranging furniture back into operation that has mistakenly been removed from standard operation

Cornerstone Freemont, California

Laborer 5/2017/ - 11/2017

Staffing Agency in Freemont. Contracted with cornerstone working at William Sonoma as a temporary laborer. Working along with 10 other temporary employees assisting in inbound and outbound operations

* Stocking furniture at bays accordingly to be retrieved when ordered for purchase
* Coordinating staging areas to offload furniture from freight trucks delivering from other hub locations
* Driving a standup forklift to lift furniture staged on pallets and assisting in other heavy lifting operations
* Deluxing furniture to ensure adequate quality for customer delivery

Chartwell Staffing Hayward, California

Sorter 11/2016 – 5/2017

Staffing Agency working as a sorter in a team of 20 in the recycle department. Working a Tesla Maintaining their 98% green initiative by recycling as much items as possible from left over materials after automotive bodies are constructed through lines of operation

* Using a forklift to move pallets of recycle good to other areas to be processed by recycling
* Retrieving Gondolas with tug carts to bring to the recycle department to get sorted and load cardboard into bailer
* Creating Pallets of recyclables to be shrink wrapped and distributed to external recyclable facilities

Allscripts San Francisco, California

Desktop Support Technician 3/2015 – 3/2016

American Company that provides physician practices, hospitals and other healthcare providers with practice management and electronic healthcare technology. Supporting client company named Brown and Tolland. Provides administration services to a community of doctors as an alternative of being provided from hospitals. Maintaining workstations and systems for 350 – 400 users.

* Imaging workstations utilizing SCCM for replacements and new hire deployment
* Configuring video and audio equipment for meetings and presentations
* Utilizing ticketing application to resolve issues that are escalated from the helpdesk.

Insight Global San Jose, California

Desktop Support Technician 6/2014 – 12/2014

Staffing agency providing employment for 1000 clients. Supporting client named Accenture. Company that provides professional services for strategy, consulting, digital, technical and operations. A team of 50 providing support to Stanford Hospital. Consisting around 500 users and more than 1000 external user’s primary being supported by other technical services located at the hospital and Stanford.

* Collaborating with the Network, Server, and Active Directory Team on configuring network printers, wristband printers, and label makers.
* Completed 100% of incident tickets meeting SLA deadlines
* Providing network connectivity by tracing network ports to patch panels to switches in IDF rooms

Macerich Phoenix, Arizona

System Administrator 10/2012 – 2/2014

Macerich is a real estate investment trust that invests in shopping centers. Residing on the server team which consist of 8 administrators. Managing inventory for around 800 workstations at corporate offices, management and leasing offices located at the shopping centers. Transitioned all workstation inventory from Windows XP to Windows 7 via SCCM. Traveled cross country to assist with company acquisitions and dispositions by replacing and retrieving all company assets.

* Implemented upgrades for all workstations that reached the age of 4 years
* Managed our donation process of equipment that was unable to be redeployed due to old hardware
* Resolved 100% of problems that were escalated from our helpdesk as a tier 2 Workstation Admin

Macerich Phoenix, Arizona

Helpdesk 10/2005 – 10/2012

1st Tier Support from taking calls in a 1400 user environment for password resets via Active Directory, answering frequently asked questions, setting up meetings, managing webinars, installing and re-installing printers. Attained runner up Analyst of the year in 2008 and 2010 with the Arizona Chapter of HDI. Trained new hire technicians how to troubleshoot systems in a timely manner.

* Mobile device support from replacing blackberries and managing plans
* Document tickets accordingly to archive resolutions and note for escalations
* Configure conference rooms for workstation presentations and video conferencing

**Education**

Bachelor’s in computer science, Collins College in Tempe, Arizona 11/2003 – 11/2004

Associates in PC/Networking Collins College in Tempe, Arizona 8/2000 – 11/2002