**Paul Booms**

13552 SW Chelsea Loop

Tigard, Oregon 97223 pbooms@frontier.com

## Help Desk Technical Support

**SUMMARY:**

* 10+ years of Tier 1 & 2 Helpdesk and Desktop Technical Support experience
* Helpdesk/Technical support for thousands of users from novices to system administrators via phone, remote control or onsite support
* Convey technical advice and information to clients and coworkers who have varying degrees of ability with Information Technologies
* Support for software applications and hardware including: diagnostics and installations, assemble of computers, network and local printers. Ordering and installing replacement parts for desktops and laptops
* Proficient with network connectivity: LANS, wireless, Dial up and protocols (TCP/IP).
* Developed training for entry level and advanced users that ranged from informal one-on-one to large classroom groups
* Technical writing and editing of troubleshooting instructions and user manuals to make information available.
* Familiar with numerous tracking/ticketing systems to record progress and resolution.
* Proficient with remote connection applications to assist users with issue resolution
* Experience with Microsoft Windows Server/Active Directory environment creating, changing, and deleting accounts and resetting passwords

# **TECHNICAL SKILLS:**

**Operating Systems:** Windows XP, 7, 10 and Linux

**Software:** Microsoft Office 2007/2010/2013/2016 Suite, Exchange/Outlook/OWA, SMS/VPN/PcAnywhere, Remedy, Citrix/Terminal Services/Extra, Ghost, Internet Explorer/Firefox/Opera, Dameware, VMware, AD/SCCM

**Hardware:** PC’s (systems boards, modems, ide/SATA/SCSI devices, memory, NIC’s), Bridges/routers/hubs, Firewalls, DSL routers, CSU/DSU, dot matrix/ink jet/laser printers

**Networks:** NT domains and peer-to-peer LAN’s, LAN to UNIX/mainframe/web server, PC to the Internet via Dialup or High speed, VPN

**EXPERIENCE:**

**Employer: SmartSource, Client: CNA**

**May 2019 – September 2020**

**Tier II Desktop Support Technician**

* Responsible for the installation of desktops, laptops, monitors and telephones within the office. Processed assets for return to warehouse for break/fix and termination
* Provide desktop support, which includes troubleshooting end user computing issues, loading operating systems and special applications.
* Created tickets and updates existing tickets.
* Add/remove hardware in server racks.

**Employer: CompuCom, Client: Maxim Integrated (Contractor)**

**October 2016 – January 2018**

**PC Technician**

* Troubleshoot, diagnose, and resolve complex PC, peripheral, and network problems; Including (but not limited to): AD, DNS, DHCP, Exchange
* IMAC; Install, Move, Add and Change office and manufacturing pc’s
* Create and maintain process and procedural documentation.
* Active Directory; Removed pc’s when users left the company and reset passwords.
* Upgrade XP and Windows 7 to Windows 10
* Responsible for IT Supply and Inventory management

**Employer: Valtech Services, Client: Con-way/HP, Portland, OR (Contractor)**

**June 2015- April 2016**

**Field Technical Support rep. III**

* Imported Excel spreadsheets into Access database to created weekly custom reports to access the health of computers on the network.
* Tested and deployed pre-production software.
* Configured computers in test lab for testing of patches and images.
* Created Distribution Lists and Shared Mailboxes in Exchange.

**Employer: Hemmersbach US, Client: SunEdison, Portland, OR (Contractor)**

**July 2014- February 2015**

**Desktop Support**

* Deploying laptops to new employees.
* Deploying laptops to existing employees as part of an upgrade and transferring data.
* Deploying desktops to migrate from XP to Windows 7
* Remote installation of software.
* Hardware Asset Management
* Active Directory: Joining pc’s to the Domain and Account Management

**Employer: IBM, Client: AT&T, Tualatin, OR (Contractor)**

**February 2010- February 2014**

**Desktop Support**

* Deploying laptops to new employees.
* Deploying laptops to existing employees as part of an upgrade and transferring data.
* Deploying laptops to migrate from XP to Windows 7
* Remote installation or repair of software.
* Desktop/laptop hardware, configuration and troubleshooting

**Employer: Insight Global, Client: PlumChoice, Tigard, OR (Contractor)**

**June 2009- January 2010**

**Remote Technical Support**

* Virus removal and PC tune-up to return pc’s to operational state.
* Installation and configuration of USB and wireless printers.

#### EDUCATION

A.A., Electronics Fullerton Community College

B.S., Industrial Technology Long Beach State University

### Active Certifications

### CompTIA A+ (core + OS)

National Career Readiness Certificate Gold Level

**Expired Certifications**

**Dell** Certified Systems Expert

# **Microsoft** MCDST/MCITP, MCSE