John Pereira

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# Profile

Self-motivated, efficient and organized technical support analyst/manager with a demonstrated history of effectiveness in various system installation, Support, configuration, testing, maintenance, procurement and IT management. Expert in user training and customer support. Complete knowledge of hardware, operating systems (OSX/Windows 7 / 8, 10) applications, and effective problem solving resolution processes. Efficient, competent, and conscientious – able to manage simultaneous projects in a fast-paced environment.

***Core Competencies***

♦ Active Directory ♦ PowerShell Script ♦ VOIP/CISCO

♦ Windows Server 08-19 ♦ Mobile Device IOS/Android ♦ MAC OSX

♦ Microsoft OS 10 ♦ Asset Management ♦ O365 admin

# Professional History

## Kelley Connect

### IT Field Technician WA: 2019 – 2020

* Maintain equipment onsite and remotely
* Providing IT support for multiple companies with multiple platforms.
* Manage accounts, volume space, user accounts, access
* Administered O365 and managed licenses for several companies.
* Add/remove new hardware ( Switches, Routers, Servers, Desktops, laptops).

## Parker - Helac

### IT Technical Analyst, Enumclaw, WA: 2018 – 2019

* Setup complex workstations inside production line.
* Providing IT support for Plant operators and training on new software roll out.
* Provide onsite support on all network hardware for routine maintenance and/or outages.
* Maintain & troubleshoot all PC’s with latest Windows updates and maintain productivity.
* Manage user accounts and local groups memberships.

## Bank of New York Mellon

### IT Site Lead, Tacoma, WA: 2013 – 2018

* Providing IT support for finance, IT and client service professionals.
* Maintain and update inventory through procurement process.
* Provide onsite support on all network hardware for routine maintenance and/or outages.
* Maintain &troubleshoot all PC’s with latest Windows/OSX updates and maintain productivity.
* Provide technical support for remote offices in nation with no onsite support.
* Managed remodels with latest technology video conferences

## Deloitte, 2011 – 2012

### Technology Support Analyst, Seattle, WA: 2011 – 2012

* Provided outstanding customer service and world class support in a large, fast paced corporate environment – provide primary technical support on a variety of issues for 1500 professionals
* Installed, maintained, and monitored the Local Area Network in support of 650 users including auditors, tax analysts, and business consultants

###### Deloitte, continued

##### IT Site Lead, San Diego, CA: 2007 – 2011

* Oversaw all office technology operations, managing a team of two technology support analysts
* Facilitated telecommunication services for 350 onsite and remote users
* Traveled to India to provide training for 180 associates in the Technology Support Services Group
* Led the conversion from analog to VoIP technology
* Replaced and configured switches, hubs, and routers; set up and maintained network printers
* Implemented technology upgrades
* Performed data backups to support disaster recovery and ensure business continuity; implemented security protocols to protect company data
* Processed OGC requests, stored data required for litigation, and forwarded information to legal counsel
* Responsible for accounts and groups; working daily in Active Directory to create distribution lists
* Delivered weekly software updates via SCCM in correlation with AD.
* Served as SAP Local Area Coordinator and ran weekly inventory reports through LAM
* Subject Matter Expert for all Mac Mobile Devices including Mac Pilot, iPad, Mac OSX, and Mac OSI

# Education and Development

## University of Phoenix, Tacoma, WA

***Associate of Arts with Concentration in Information Technology***

## Clover Park Technical College, Lakewood, WA

##### CISCO I & II Networking Essentials

## Coleman College, San Diego, CA

### Certificate in Computer Applications and Networks

#### References Available Upon Request

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