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## **IT Help Desk Specialist**

* A certified professional with 19 years of IT Helpdesk experience providing software, hardware, client/server, and networking technical support.
* Proven success working in high-volume, 24/7 technical calls centers. Demonstrated strengths in rapidly diagnosing, troubleshooting, and resolving client issues.
* Consistently praised for communicating effectively with both technical and non-technical users. Known for excellent problem-solving skills and patience in working with challenging customers.

**Work Experience**

Metropolitan Water District of Southern California**,** Los Angeles CA.

***PC Deployment Technician - Salvage Technician*** (6-month contract) 9/2020 to Present Facilitate distribution of Windows 10 laptops and desktops to MWD users. Resolve trouble tickets related to distribution issues. Verify software installations and assist with license management. Provide support for One Drive and Exchange syncing. After the new PC was deployed I proceded to break down the old PC by removing and decrypting if encrypted and move barcodes to appropriate OU: Provision\PCRP\Reclaimed or Legal Hold. Hard drive is removed, bagged and labeled with Name, UserID & barcode. Legal hold drives go to Client Support for storage and moved to Provision\PCRP|Legal Hold. Others go to storage. Salvage E-From is filled out for PC chassis. Machines in Provision\PCRP\Reclaimed OU will be deleted at the end of project. PC chassis is taken to loading dock for shipment to salvage warehouse.

**Employment Gap**: From 4/2018 - 8/2020 I spent time freelancing as a graphic designer.

United Talent Agency**,** Beverly Hills, CA

***Network Support Technician*** 4/2017 to 3/2018 <https://www.iq-mag.net/2017/04/cyberattack-downs-uta-computers-virus/>

Replaced 430 Dell desktop computers hard drives, re-installed Windows 10 operating system and configured passwords for clients, Configured Microsoft 365 Outlook, provided connection Skype. Started customer contact, escalated to parties, and resolved incidents. Assisted users with software issues as a pre-defined lead of software applications. Install, configured, and Perform printer installation, support for users when needed.

McDonald’s Corporation**,** Long Beach, CA

***Network Support Technician*** (**6**-month contract) 7/2016 to 1/2017 Configured Lenovo laptops and desktop computers for deployment to internal and field office end-users. Remove old devices and prep for decommissioning. Work with vendors to troubleshoot and resolve issues. Create and maintain a variety of computer images for the Windows 10 platform. Provide hardware/ software installation, trouble resolution, root cause analysis, and extensive printer support. Maintained confidentiality and discretion when working with passwords or sensitive materials. Accessing the software updates, drivers, knowledge bases, and FAQs resources on the intranet to assist with end user's issues.

RIOT GAMES**,** Los Angeles**,** CA

***PC Refresh Technician*,** (**6**-month contract) 3/2015 to 5/2015

Led a group of technical team members during a fast-paced, Windows-based, hardware refresh project. Assisted in adding PCs to active directory, installed applications utilizing Computer Associates software delivery tools, manual software installs, configuring end- user-profiles, and reimage of machines if needed. Was responsible for ensuring that the schedule was followed, the pre-build coordination with the end user takes place, and any technical issues that escalated were monitored. Ensure the setup process is followed for all machines and perform quality assurance checks to validate that all required software was properly.

Los Angeles LGBT Center, Los Angeles, CA

***Healthcare IT Support Specialist*,** (**2**-month contract) 3/2015 to 5/2015

Used Allscripts to ensure support to Health Care Professional clients. Responsible for maintaining and increasing customer satisfaction. Upgraded and re-implemented the Dell KACE Systems Management Platform. Work with vendor support contacts to resolve technical problems with desktop computing equipment and software. Configured KACE to deploy system and application packages and updates. Trained information technology staff on the operation of KACE appliances.

**Employment Gap**: From 8/2014 - 3/2015, I spent time freelancing as a graphic designer.

Fresh & Easy**,** El Segundo, CA

***IT Desktop Support Specialist*** (**3**-month contract) 5/2014 to 8/2014

Administered technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Imaged, updated, and deployed desktop and laptop PCs and Macs with the use of WDS\MDT, SCCM, and Apple technology. Set up new Blackberry phone users and administered the Bes5 server. Deleted Blackberry phone users and reconfigured users. Implemented end-user training on Blackberry devices. Diagnosed, calibrated, and resolved a range of software, hardware and connectivity issues. Work with Help Desk and Network Operations staff as appropriate to determine and resolve technical issues received from clients.

Equality Technical Solutions**,** Los Angeles**,** CA

***Sr. Desktop Support Analyst*** 2006 to 2014

Partnered with Tier II and Tier III help desk peers based in the US, India and resolved complex problems that required escalation. Provided detailed descriptions of issues in the trouble ticket system and followed up diligently to ensure swift resolutions. Received “Outstanding” ratings on performance reviews each year, with top marks in teamwork, customer service, communication skills, and technical problem-solving. Implemented technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Maintained inventory of installed software, managing software licensing and creating policies and procedures for upgrades

**Education**

BA Graphic Design \ Computer Science, 2003 Cal State Dominguez Hills, Carson, CA

**TECHNOLOGY PROFICIENCIES**

***Software*:** MS Office 365 (Word, Excel, Outlook, Access); instant messaging software; VMware applications; Acronis True Image; Redo backup and recovery; Adobe Creative Cloud; Android App Development; QuarkXPress; Allscripts EHR; Windows XP/7/8/10

***Browsers:*** Microsoft Edge; Mozilla Firefox; Chrome; Safari; Opera

***Call-Tracking tools:*** Freshdesk; Remedy, Track it

***MainFrame:*** UNIX; Citrix and provide both hardware and software support

**REFERENCES**

Available Upon Request