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| **Samuel J. Toney III**  144 Dardanelle Drive, Martinez, Ca. 94553  814-591-1668  <mailto:sjt_3@comcast.net>  [My Linkedin Profile](https://www.linkedin.com/in/samueljtoneyiii?trk=nav_responsive_tab_profile)  [Man with 3 Careers](https://youtu.be/N_3G0p0hwoY) | |
| **OBJECTIVE** | **IT Technician (Concord)** |
| **PROFILE** | * Team player, proven work ethic, and success motivated * Self-starter, highly trained in organization and time management * Proven leader and project manager * Attention to detail, troubleshooting research, and on time completion * Clear communicator, wide vision toward present and future situations |
| **EDUCATION** | **South Hills School of Business & Technology, State College, PA**  **Associate in Specialized Technology Degree - GPA 3.85**  **Information Technology**  Clearfield Vo-Tech School - CDL Training Course - Completed: November 1996 |
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| **WORK EXPERIENCE** | |
| **March 2018 to Present** | **Prudential Financial**  **San Francisco, CA 94111**  **Out of 65 Techs that the vendor had working for Prudential Financial they kept me and 2 others and hired all new techs.**  VDI Admistrator/Tier 3 Team Lead/ Desktop Support/ Help Desk/IT Support for  **Prudential Financial in l San Francisco, CA**   * **VMWARE Admin** * **O365, Windows 10, Windows 8, Windows 7, Windows XP migration** * **MAC OS, JAMF** * Troubleshoot daily client and network issues * REMEDY ticket system used * 8 hours or less for completion or documentation of help ticket remedy * Rack, Install and configure Network Routers, NAS, APC * Install and configure iPhones , iPads, BlackBerry devices, Android phones, and Tablets for network access * Printer configuration and troubleshooting with network connections * Image machines * Active Directory configuration * VM Ware and VDI configuration, training ,troubleshooting, deployment & decommission * Closing help tickets Avg 300-400 per month through remedy program * Work on troubleshooting all over the world * do most work remotely but also has office clients face to face |
| **Sept 2014 – March 2018** | **Uni-Data LLC**  **San Francisco, CA 94111**  VDI Admistrator/Tier 3 Team Lead/ Desktop Support/ Help Desk/IT Support for  **Unidata LLC @ Prudential San Francisco, CA**   * **VMWARE Admin** * **O365, Windows 10, Windows 8, Windows 7, Windows XP migration** * **MAC OS, JAMF** |
| **Jun 2012 –Aug 2013** | **Auxiliary and Business Services**  **Penn State University, University Park, PA**  Tier 1 IT Support Specialist/ Help Desk/ Network Support   * Troubleshoot, diagnose and repair client computers * Build computers and time clocks to University specifications * Organize telecommunication closets * Support help desk * WSUS, SCCM, Deployment Toolkit 2010 * IT Support for Bryce Jordan Center, Beaver Stadium, Nittany Lion Inn, The Penn Stater Hotel, Housing and Foods, and all campuses * MICROS configuration and setup * Project Manager for upgrading 200 workstations to Office 2010 * Documentation of procedures and user guides for departments * Blackboard System for Door Access   + Diagnose and resolve tickets for access to door lock issues   + Configure switches and servers for Door Access   + Migration from Blackboard to Cecor system   Microsoft Office Suite Trainer - Basic, Intermediate and Advanced training in   * Excel * Word * Access * Power Point * One Note |
| **ACCOMPLISHMENTS**  **AND**  **ACTIVITIES** | Homeland Security Background Clearance  South Hills:   * JoAnn M. Bonfatto Memorial Award * Student Forum Secretary / IT Consultant * IT Club - Diagnose, Repair, Troubleshoot and Research Hardware & Software issues * Student Ambassador, Tutor |