Isak Saad | technology solutions architect

 Union City, CA 94587

 isaksaad@gmail.com

510.999.1490

**About:**

Hard-working personable glass half-full professional who appreciates being around positive people. When I’m not at work I enjoy endurance running, thinking about my next investment, and reading books that help me level-up.

**Objective:**

Knowledgeable service-oriented IT pro with keen ability to prioritize and execute tasks in a fast pace compliance/security sensitive environment. Seeking opportunity to leverage present skillset into more network focused role.

**Exposure:**

**Platforms**: Windows **|** MAC **|** desktops **|** laptops **|** mobile devices

**Operating Systems**: Windows 7/8/10 **|** MacOS 10.10 - 10.14

**Productivity Software:** Microsoft Office Suite 11, 13, 16, 365 **|** One Drive **|** MS Project **|** MS Visio **|** e-Fax, ePolicy Orchestrator **|** Yesware **|** Salesforce **|** LeadLander **|** RainKing

**Administrator Tools:** Active Directory **|** Google Admin Console **|** SCCM **|** MDT **|** DameWare **|** Ghost Carbon Copy Cloner **|** Citrix **|** eVault

**Encryption:** MacAfee HD Encryption **|** PointSec **|** Casper/JAMF **|** SecureDoc

**Security:** MacAfee Virus Scan **|** Malwarebytes **|** Symantec-Norton AV **|** Sophos | Carbon Black

**Design**: AutoCAD **|** Autodesk **|** BIM **|** Sketchup **|** Solibre **|** Adobe Suite **|** Blue Beam **|** Salesforce

**Web Conferencing**: WebEx **|** GoToMeeting **|** Zoom **|** Blue Jeans

**Ticketing**: Heat, Alloy **|** Service Now **|** RT at Glance

**Configurations:** Cisco VPN (client) **|** Anyconnect **|** TCP/IP and DHCP troubleshooting **|** DNS **|** Meraki **|** Cisco Phones **|** 8x8 VoIP **|** Printer **|** File sharing

**Software:** Zoom **|** Slack **|** Workspaces **|** eFront **|** Bloomberg **|** Adobe CC **|** Guru **|** Asana

**Video Conference:** Zoom **|** Blue Jeans **|** WebEx **|** 8x8 **|** Skype **|** Hangouts

**Professional Experience:**

**UST-Global /NetApp, Sunnyvale CA | November 2019 - Present |** IT Client Service Technician

Hardened security posture of physical endpoints by running Windows/macOS updates and patch management. Cert based authentication for application provisioning via Microsoft Authenticator. Onboarding/offboarding and documentation for various technical processes.

**UST-Global / Adobe, San Jose CA | July 2017 – November 2019 |** IT Client Service Technician

Hardened security posture of physical endpoints by running Windows/macOS updates and patch management. Enrolled corp devices into MDM. Cert based authentication for application provisioning via Okta. Onboarding/offboarding and documentation for various technical processes. Technical escalation Point to San Mateo Tech Cafe, providing executive support to level-C executives.

**Impact/Accomplishments:**

* Acquisition and rebranding senior solution engineer:
  + Endpoint data migration for entire Western region fleet
  + Scripted workflow to domain join endpoints
  + Airwatch okta integration for cert based auth and app provisioning

**Gigya, Inc., Mountain View, CA | February 2017 – May 2017 |** IT Specialist

Created basline inventory of undocumented US fleet. Managed PC lifecycle and hardware/software licensing. Partnered with international colleagues from the UK and Israel while supporting US and Australia, to coordinate efforts to keep consistent IT policy and experience. Generated documentation on process and procedure. Established strategic partnerships with vendors to help improve quality and reduce cost. Zoom integration and supported Windows, MacOS, Android, iOS, tvOS, AV/video conferencing.

* Project Zoom
  + Implemented Zoom video conferencing platform
  + Trained end users to be account delegates and schedule resources on behalf-of

**Sunpower Corp., Richmond, CA | November 2015 – October 2016 |** Desktop Support Specialist

Windows, MacOS, Android, iOS, tvOS MDM, patch management, network/executive support.

Conference room/AV for 1000 count US GEO. Vendor management. Onboarding/offboarding/end-user support, Data recovery/backup

**Tutor Perini Corp., Redwood City, CA | June 2015 – October 2015 |** Technical Services Engineer

Onsite/remote support to desktop, laptop and mobile devices. National support engineer to executive-level employees/field staff. Managed physical inventory, licensing, and user permissions.

**Turner Construction, Oakland, CA | April 2013 – June 2015 |** Technical Services EngineerSupported regional ticket queue for Turner headquarters. Support engineer to executive-level employees/field staff. Onboarding/offboarding/ACLs. Displayed courtesy and strong interpersonal skills with all customer interactions while maintaining SLAs.

**Delta Dental, San Francisco CA | February 2001 – December 2012|** Desktop Administrator

Maintain and support systems, workstations, mobile devices, printers & peripherals in 1k plus local user environment. Ensure system security for desktop, mobile device, and cloud systems. Respond to user service request, consistently monitoring and logging ticket status to ensure fast, quality resolution of every issue. System upgrades & optimization, backup & recovery solutions. AD & BES administration. Inventory/hardware procurement and computer lifecycle in HP/Windows environment.

**Assignment Highlights:**

* Completed company wide windows XP to Windows 7 upgrade
  + Data migration implementation to support infrastructure systems update
* Closed 95% of trouble tickets on first call without escalation
  + Achieved user satisfaction rating of 4.9/5.0 (14% higher than average)
  + Cut callback incident rate by 12%

**Training**:

Windows XP Training

Microsoft Office Suite 2007 bootcamp

Business Writing

Communications Strategies Training