**ALFRED A. DUVAL**

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# Summary:

* IT Professional with 15 Years Digital Media Experience
* Strong Understanding of PC hardware and software, able to demonstrate desktop support technical skills for workstation, network and server environments, troubleshooting problems.
* Able to troubleshoot & identify hardware and software problems for networked components, workstations and printers.
* Correct problems or arrange and oversee correction of problems with in-house resources or outside vendors.
* Provide technical support to departments accessing networked services such as network access and Conductivity Issues.

# Tasks:

* Developed documentation including FAQ lists for end users
* Performed post-resolution follow ups with end user and team members as required
* Worked with IT Operations manager to improve help desk support processes
* Manage IT Admin Platforms
* Google Apps (G Suite) administration
* Mac and Windows computer management (JAMP PRO, Microsoft Active Directory)
* DNS, DHCP
* Air-Watch and Intune mobile platforms
* Bomgar Remote Desktop
* Experience providing Executive support
* JIRA and Service Now ticketing system experience  Hardware / Software Support, PC setup, Break-fix Troubleshooting,
* Operating System Setup and Installation Application Support, Office 365, WebEx, Installation and Remote Support, Laptop Support Smart Phones and Tablets Configuration, iPhones, iPads and MacBook setup and support

**The RAND Corporation Santa Monica CA, July 2019 -Present**

**Desktop Support Specialist**

* Performed maintenance of PC and Macintosh computer configurations of operating systems and Supported applications for desktops, laptops, workstations, iOS devices and Cisco phones.
* Utilization of BigFix, Casper, and AirWatch to image and maintain operating systems.
* Evaluated and made recommendations of authorized network, hardware, and software based on users' or company needs; recommendations included technologies, designs and configurations for maximum functionality, security, and minimal cost.
* Participation in small to medium projects and technology implementations.
* Provided cross-platform support to customers for endpoint hardware and software-related issues
* Provided support and service to a Cisco VOIP environment: configuring and troubleshooting.
* Provided support and assistance with cloud based services: O365, SharePoint and backup solution.
* Provided support for 2fA (2-factor Authentication), configuring and troubleshooting software and authenticators.
* Performed data transfers, deliveries, moves, retirement and assistance with all endpoint inventory-related tasks.
* Used Jira for reporting. ticketing system
* Performed support for C level executive
* Worked on Windows and Apple environment. Strong troubleshooting skills
* Supported remote connect VPN
* Built machines both PC and Apple hardware
* Helped with MS team training
* Supported conference room for video and teleconference
* Provided printer Support
* Provided wireless network support

**Evite October Los Angeles, CA,**

**Oct 2017 – Dec 2018**

**Technical Support Specialist**

* Completed computer setup for new employees using standard hardware, images, and software Troubleshot end-user issues Kept equipment up-to-date with software upgrades and security patches.
* Perform asset tagging and property management as required.
* Provided support and provisioning of mobile devices Used ticketing software to record, track, and document help desk tickets.
* Developed documentation including FAQ lists for end users.
* Performed post-resolution follow ups with end user and team members as required.

Worked with IT operations manager to improve help desk support processes. Manage IT Admin Platforms Google Apps (G Suite) administration Mac and Windows computer management (JAMF Pro, Microsoft Active Directory) Bomgar Remote Desktop.

* Experience providing Executive support JIRA ticketing system administration.
* Provided in-person and remote technical support to all company employees, including Executive staff, while updating ticketing records.
* Worked with vendors to fix issues or make improvements.
* Order, deploy, Remedy and maintain hardware and software, including computers, accessories, Audio, Video equipment, printers, etc.
* Maintain accurate IT asset inventory records.
* Educate employees on understanding and using internal IT systems.
* Write documentation for both internal IT and user-facing reference.
* Provision equipment and access for new hires (onboarding).

Retrieve equipment and revoke access for exiting employees (off-boarding)

**Sony Music Entertainment Beverly Hills, CA October 2014 - September 2017 Desktop Support Specialist**

* Computer Imaging, Active Directory, JAMF Casper Suite SCCM Management Console.
* McAfee Endpoint Encryption. MacBook OSX, Apple IOS Devices setup and support.
* MiFi Support iPhone, iPad, Android Setup and Support.
* Providing hands on diagnosis and resolution of technical hardware & software inquiries and issues.
* Researching technical issues using available information resources.
* Advising end-users Service Now on appropriate actions necessary to access IT services or resources
* Following Standard Operating Policies, Procedures and Processes.
* Redirecting and escalating requests, incidents and problems to appropriate resolving resources as necessary. Service 200 users

**Fox Sports Interactive Media Playa Vista, CA October 2013 - September 2014 Deskside Service Engineer**

* Providing hands on diagnosis and resolution of technical hardware & software inquiries and issues.
* Researching technical issues using available information resources.
* Advising end-users on appropriate actions necessary to access IT services or resources.
* Following Standard Operating Policies, Procedures and Processes.
* Redirecting and escalating requests, incidents and problems to appropriate resolving resources as necessary.
* Providing support for A/V presentation, video conferencing and related equipment as needed.
* Performing Installs Moves Adds and Changes and participating in computer-related project work as assigned.
* Interface with third party vendors to coordinate support & repair related activities.
* Updating and tracking requests, incidents and problems to resolution utilizing Incident Lifecycle Management Methodology for purposes of demonstrating compliance.

**HCL Technologies Ltd Santa Monica CA**

**June 2011 - August 2013 - Sr Desktop Analyst**

* Completed assignments on time and accurately, delivered customer satisfaction, and delegated projects.
* Worked on PC, laptop, and printer installs Repaired and configuration over network, local, WAN, TCP/IP, VPN Remote Desktop Support, Smart Mobile Device Tablets Configuration, iPhone, I pad and Mac Book setup and support.
* Vendor Relations, Space and Asset Management, Inventory Control OS Migration, Computer Imaging, Active Directory, JAMF Casper Suite SCCM Management Console McAfee Endpoint Encryption.
* MacBook OSX setup and support.
* Supported daily operational activities including installation, monitoring, troubleshooting technical desktop issues, maintenance of network user accounts, and maintenance of network components, servers, PC hardware, and software.
* Inventory control responsibilities include setup and imaging of new systems, data backup, and disposal of old system components, destruction of confidential data.
* Maintain stock levels for equipment, accessories.

**Dex One January 2009 - June 2011 - Los Angeles, CA Sr. Desktop Support Specialist**

* Completed assignments on time and accurately, delivered customer satisfaction, and delegated projects.
* Worked on PC, laptop, and printer installs.
* Desktop Support, Smart Mobile Device Tablets Configuration, iPhone, I pad and Mac Book setup and support. Vendor Relations, Space and Asset Management, Inventory Control OS Migration, Computer Imaging, Active Directory, VMware ESX/vSphere 4.1, JAMF Casper Suite SCCM Management Console McAfee Endpoint Encryption.

MacBook OSX setup and support. MiFi Support iPhone, iPad, Android Setup and Support

**Business.com/Dex One/HCL Technologies Santa Monica, CA**

**April 2007 - June 2009 Desktop Support Analyst**

* Responsibilities included: Hardware\Software & Inventory control Technician Maintain and demonstrate strong understanding of PC hardware and software handle all.
* Procurement of new systems for continual 3-year refresh cycle, Supervise and Document Disposal and Recycling of old systems.
* Maintain Relationships with Vendor for Hardware, Software and all Equipment Establishes local contract for printer Repair.
* Handled Space Management and office relocation, helped maintain Nortel Meridian Mail Telecom system.
* Maintain and demonstrated desktop technical skills for basic network and server troubleshooting problems.
* Troubleshoot & identify hardware and software problems for networked components, workstations and printers. Correct problems or arrange and oversee correction of problems with in-house resources or outside vendors.
* Inventory Control, setup and image of new dell and IBM systems, data backups, wipe and Disposal of old systems and Peripheral support for scanners, VPN, external hard disks, USB devices, keyboards, mice, palm devices, Smart Phones, Laptops iPhone, iPad, netbooks, Broadband, MiFi cards, iPads, iPhone, windows Mobile.

Skills: Computer Hardware Installation, Inventory control and equipment purchasing, Vendor Relations, Asset Management, Inventory Control, desktop support and network

**UCLA Medical Center Santa Monica, CA**

**July 2006 - April 2007 Computer Support Analyst**

* Identification of hardware and software issues for network components, workstations and printers.
* Correct problems or arrange and oversee correction of problems with in-house resources or outside vendors.
* Provide technical support to departments accessing networked services such as network access, 3270 connectivity, electronic mail and remote network access.
* Coordinate on-site hardware/software installations with multiple departments, including timeline management.
* Assisted in monitoring, diagnosing, troubleshooting and optimizing networked components as necessary to improve quality and performance.
* Assist and execute disaster recovery procedures as required.
* Supported daily operational activities including installation, monitoring, troubleshooting technical desktop issues, maintenance of network user accounts, and maintenance of network components, servers, PC hardware, and software.
* Hardware Lifecycle Management: managed all hardware including mobile devices. Worked with Hardware Distributor on a 3-year refresh policy and Hardware warranty issues, Instituted a preventive Maintenance program.