Andre Thompson  
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Professional Summary  
A driven systems analyst with over 20+ years of dedicated service in helpdesk, desktop and network administration. Exceptional technology skills combined with a proven ability to drive system performance and successfully implement and oversee complex projects. An insightful professional with a keen ability to evaluate and assess organizational needs to fit evolving technology standards. An established and successful background with multiple desktops, portable devices, including installation, set up, networking, and troubleshooting.

Skills  
•Experience in techinical support,helpdesk,network support,desktop support and it healthcare support analyst settings  
•Excellent organizational skills, ability to prioritize multiple priorities and strong attention to detail  
•Able to provide courteous and professional service to end user with a “can do” attitude  
•Ability to apply diagnostic techniques for problem troubleshooting  
•Excellent communication skills, ability to understand customer issues and resolve them quickly and efficiently  
•Ability to effectively share technical information and train mentor less experienced or knowledgeable team members  
•Analytical, problem solving, multitasking, and time management skills with consistent attention to detail  
•Basic knowledge of related systems, interfaces and dependencies  
•Microsoft Office products and various types of Office programs  
  
Technical Skills  
EMRs:Cerner Power-Chart Next-Gen Surgi-Net  
Other Programs: Novell GroupWise Citrix Console One HDFS Kronos Mainframe AS400 LMS MMS  SAP GIRS TimeShareWise Reflection X Action Request Windows VPN Active Directory Exchange Lotus Notes R4.0 Basic Unix Linux Open View Ipx/Spx Telnet Tivoli Trak-Master Cisco Routers Alcatel  Workstation Lucent Switches Red-Back Routers Freshdesk Tcp/ip Adsl   Isdn Atm Frame Relay Copper React Remedy BMC IGT Pac-Man All Microsoft 365  
Professional Work History

IT Maintenance Engineer | Nexstar Broadcasting (Channel 8 News) 03/2020 to 05/2020  
Las Vegas, NV  
•Supported applications in a Windows enterprise environment – Window OS, 7, 8, 10 Microsoft Office 365, ENPS, Edius, and 1-News  
•Troubleshooted users’ software and hardware over the phone, email or via remote access.  
•Installed network printers, Mac’s, iPhones, iPads, reset password.  
•Granted and denied network access.  
•Created user accounts using active directory.  
•Maintained server hardware.  
•Troubleshooted network printers, VoIP, and Polycom phones.  
•Imaged PCs using fog imaging application.  
•Prioritized problems by following established priority, ensured all jobs are completed as scheduled  
•Used customized helpdesk SQL ticketing systems to log all incidents.  
  
Software Support Specialist Level 1 | FedEx/Telus, Inc. 09/2019 to 02/2020  
Las Vegas, NV  
•Supported over 5,000 plus end internal and external users.  
•Troubleshooted FedEx Ship Manager software which included updates, installs, uninstall, software configuration on desktops, cell phones, iPads, and other devices.  
•Daily support actions were managed by an in-house FedEx ticketing system.  
  
Desktop Support Specialist II | Tahiti Village Resorts 05/2018 to 11/2018  
Las Vegas, NV  
•Supported over 5,000 end users in a desktop/helpdesk field support role.  
•Troubleshooted Dell laptop and desktop out in the field and C-suite up to and including reimaging using Pixie boot and SCCM in a Citrix environment.  
•Supported Outlook 365/2010, 13 and 16, Windows 7,10, XP, iPhone, iPad, Mac, Android, Cisco IP phones and HP printers.  
•Applied Active Directory to create user accounts which included assigning users to correct organizational units, folder access, drive access, and user group access.  
  
IT Support Specialist | Westcare Foundation 02/2017 to 05/2018  
Las Vegas, NV  
•Supported over 1,500 end users in a desktop/helpdesk field support role.  
•Troubleshooted Dell laptop and desktop out in the field and C-suite.  
•Reimaged laptops and desktops from Windows 7 Pro to Windows 10 Enterprise using Fog Server.  
•Replaced motherboards, memory, and hard drives.  
•Installed network printers and monitors.  
•Daily support actions were managed by Fresh Desk ticketing system.  
  
IT Maintenance Engineer | Sinclair Broadcast Group 02/2016 to 02/2017  
Las Vegas, NV  
•Supported applications in a Windows enterprise environment – Windows OS, 7, 8, 10, Microsoft Office 365, ENPS, Edius, and 1-News,  
•Granted and denied network access.  
•Created user accounts using active directory.  
•Imaged PCs using Fog Imaging application  
•Troubleshooted network printers, VoIP, Polycom phones.  
•Daily support actions were managed by Help Trac ticketing system.  
  
Desktop Support Specialist | Affinity Gaming Corporate Headquarters03/2014 to 07/2015  
Las Vegas, NV  
•Supported over 2,500 end-users in a desktop/helpdesk field support role.  
•Configured and installed software/hardware for Windows OS, XP, 7, 8, MGT, IGT, Micros, Info Genesis, AS400, LMS, CMS, MMS, Microsoft Office, Cisco IP phones.  
•Daily support actions were managed by Remedy/BMC/Track It systems.  
  
Support Analyst | Trinity Health 05/2011 to 05/2012  
Farmington, MI  
  
•Supported over 5,000 medical professionals with remote technical support from a call center environment.  
•Troubleshooted EHR (Power-Chart) incidents and resolved with hardware and software applications.  
•Monitored queues for network downtime and applying procedures to minimize downtime.  
  
Tech Support Specialist | United Parcel Service (UPS) 06/2006 to 05/2009  
Las Vegas, NV  
  
•Provided internal technical support to UPS employees.  
•Assisted with internal software, UPS hardware, and password reset issues.  
•Supported users remotely using NETOP.  
•Dispatched local Field Techs when necessary.  
Various Contracted Assignments  
  
Link Technologies08/2010 to 10/2010  
IT Strategies10/2009 to 02/2010  
  
Education  
New Horizon Technical School Livonia, Michigan -Cisco Certification Network Associate (CCNA)