MAURICE JOSEPH HARRIS

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**PROFESSIONAL SUMMARY**

Experienced and knowledgeable Information Technology Professional seeking to contribute leadership, computer technology and critical business management skills. Proficient in hardware/software, application and remote access support to ensure corporate expectations are exceeded. I am highly motivated and skilled, extremely passionate and eager to provide superior customer service.

**SKILLS SUMMARY**

* Windows 2000, XP, Vista, Windows7, Microsoft office, Excel, SAP and Outlook
* Disk Imaging, installing, formatting and portioning hard drives and Virtual Machines
* LAN/WAN/WAP fundamentals, TCP/IP protocols, routers, switches, firewalls, cabling, troubleshooting, Troubleshoot & repair retail POS systems, thermal, Impact and laser printers, Identify, correct and advise on operational issues related to clients computer & network systems, Maintained and backup volumes ,files, folders and documents in systems to various optical media Install, Migrate or Upgrade to Windows 7, Configure system images, Deploying system Images Manage devices, disks, applications, network settings, Windows firewall and remote management, BranchCache, resource sharing ,Authentication, account control, direct access and VPN connections BitLocker, mobility options, windows update, Internet Explorer, recovery, backup, monitoring& performance

**EDUCATION/CERTIFICATIONS**

General Education Diploma (Completed)

Visions Adult School, Corcoran, CA

StrideCenter.org, Oakland, CA

CompTIA A+ Certified Technician (Active)

CompTIA Net+ Certified Technician (Active)

CompTIA Server+ Certified Technician (Active)

**Employer: Dell Services/NTT Data/Verity Health System May 2016– Present**

**Client: Seton Medical Center, Daly City, CA**

**Senior Desktop Support Technician**

• Support CEO, CIO, CFO, COO, Doctors, Nurses, office and hospital staff via ticketing

system, telephone, email, walkups and drop-ins

Reports to Executive Director of Information Technology and Operations

Setup, install and configure software, desktops, laptops for clinical laboratory Director.

Provides Tier I & II operational support to ALL departments across hospital, medical

office buildings and corporate office staff. Support clinical laboratory, pathology

department, microbiology, central supply, laboratory environment installing Sunquest,

Smart term and migration several desktops from windows 7 to windows 10 for COVID19

safety guidelines and restrictions

Supports office 365, MFA, VDI Virtual Desktop environment & Imprivata One sign

thru View administrator console and Imprivata administrator console to remove and

reset accounts. Install Chartmax, chart enabler,

On-call after hours for technical support and go on-site to resolve issue

• Active directory password reset, unlock accounts, remove and add devices to and from

domain

Support network infrastructure, trace connection to switch & troubleshoot

• Support site’s within Verity Health Center, San Jose, Gilroy, Los Angeles,

Redwood City, moss Beach & Daly City.

• Support EMR Quadramed-CPR (Arcis), Evident, Dragon Fluency transcription

Global protect VPN to support remote off-site end users & TeamViewer to connect

• Deployed 86 Ricoh printers, configured to print servers and tested devices.

• support to corporate, hospital team members and escalate when necessary.

• Network boots computers, applies software applications, updates and cable manages

machines. Open, update, document and close tickets using remedy, web help desk and

Opsgenie ticket system. Escalate pertinent issues to senior engineering personnel.

• Work in conjunction with 3rdParty vendors

• Prepare end user hardware, software assets for deployment, including desktops,

laptops, Wows, scanners, printers, iPads, Smartphones (iOS & Android), mobile data

devices. Assist in providing hardware and software training to end-users.

**Environment:** Hospital, Laboratory, Medical offices building, corporate headquarters, Windows XP/7/8/10, Active Directory, Ability, Exchange, Chartmax, Concur, CoPath, Fluency, IBEX, Idea Budget, Infinium, McKesson, MD Staff, Medicity, MRM, Muse, Optilink, PACS, PFM\PMM, Pyxis, LAN/WAN/WIRELESS networks, MS Office Suite, Office 365, MS Outlook, MS Access Citrix Receiver, 3M, QuadraMed CPR (Arcis), Juniper, Java, Nextbar, Surgery information system (SIS), Symtec PGP, Sunquest, Smart term, Softmed, ROBOT, RL6, Dell encryption, Xcelera, Tredstar, Tissue Track core, multi factor authentication (MFA), Cisco servers, Dell & Lenovo Workstation & printer deployment.

## Employer: KForce

## Client: Intuit/ Demand Force, San Francisco, CA Feb 2015 – 11/2015

## Integrations Deploy Specialist (Contract)

## Enterprise & high-volume call center environment non-scripted. Answer support tickets via phone, email and chat, Significant customer service experience, Salesforce, Jira experience, document cases and resolutions, Various database technology skills MS SQL Server Experience with ADO/ODBC, Task Scheduler, Services & Registry

## Deploy software on customer’s Server Windows and Mac environments

## Supported the Sales and Success teams in deploying the software

## Document resolution items and troubleshooting steps in team knowledgebase

## Very strong communication skills written and verbal, Strong troubleshooting skills,

## Ability to explain very technical concepts in layman’s terms

## Windows OS environment skills XP, Vista, 7, 8, & 10, Mac OS environment familiarity

## Used remote connection tools LogMeIn, Remote Desktop Protocol and Join.me

## Employer: Proactive Business Solutions July 2013 – 10/2014

## Client: Kaiser Medical Center, Oakland, CA

## Deployment Specialist (Contract – ending in July)

Reports to Project Manager. Images, builds, configures and deploys 2, 500 computers, wired, wireless carts, scanner, peripherals and devices in small medical office building and hospital environment. Network boots computers, applies software applications, updates and cable manages machines. Develops, catalogs and maintains an inventory of all hardware, devices and deployment schmetics. Identifies problems, gathers pertinent information and breaks down problems into manageable segments for resolution.

**Environment:** Hospital,Laboratory, Emergency department, G.I. lab, Admitting, Administration, Central services, Cath lab, Dialysis, Dietary, Diagnostic services, Environmental services, Human resources, Medical records, I.C.U., Subacute, Telemetry, Ortho, Gero-Psych, Radiation oncology, Respiratory services, Pharmacy & Radiology Medical office buildings, Windows XP/7, Active Directory, LAN/WAN/WIRELESS networks, Workstation deployment, Hardware troubleshooting and repair

**Employer: NESCO May 2013 – JAN 2016**

**Client: Digital Realty, Oakland, CA**

## Data Service Center Technician (Contract – concurrent with above)

* Racks and Stacks servers, assists customers in their environment by building out server racks, following work orders, troubleshooting fiber and copper. Installation of cross-connects across multiple frames while maintaining Tx and Rx pairs on a T1 Circuit.
* Install runs, terminates and tests fiber multi-mode, single mode fiber, coaxial cable, CAT 5 & 6e and experience with DS3, T1 or POTS circuits in a data center environment. Install servers into racks, PDU’s, swaps hard drives, memory, replaces mother boards on servers. Opens, closes, updates, responds, escalates tickets and high phone call volume for remote access and issues.
* Coordinates with System Administration and Network groups for specification requirements. Troubleshoots servers, connects CRASH cart to various servers for configuration input. Uses punch down tool, Corning Fiber tester, smart hands, reboot servers, cable management and labeling. Maintains technical documentation, including floor plans, rack diagrams and equipment location information. Troubleshoots and repairs servers with hardware and network issues. Conducts hardware diagnostic and replacement of failed components. Manages work and priorities through ticketing system and coordination with Data Center Manager. Provide advanced level technical leadership support in the day-to-day operations of the 7 x 24 mission critical Data Center infrastructures. Conducts configuration of servers and switches, capacity planning and interpreting data points from multiple sources in a complex environment.
* **Environment: Warehouse,** Servers, Cat 5/6e, Racks, PDU, T1 Circuits, Hardware troubleshooting and repair

**Employer: Glide Memorial Church, San Francisco, CA December 2012 – May 2013**

**Desktop Support Technician (Unpaid internship)**

* Provided desktop support to staff, medical clinic, fund development department of the organization. Utilized proficient in Windows XP, 7 Enterprise, Server 2008 R2, Apple O/S & network booting Macs, DOS, Backed up users data, reimaged & deployed image to desktops and laptops through network connection , Conducted data migration using Easy File transfer, migration assistant, crossover cable and thru network, Responded to high phone volume, opened, updated & closed tickets using SysAid ticket and tracking system, Escalated tickets to management, install Microsoft Office Suite/ Outlook 2007 & 2010.Configured and conducted troubleshooting on WYSE thin clients in virtual desktop environment. Installed, set up and configured Financial Edge & Razor’s Edge on fund development computers. Setup and configured CITRIX RECIEVER, CENTRICITY and LCR for medical staff. Configured workstations, laptops and all peripherals. Assisted with setting up proper client access, file permissions and user account access using Active directory, Assisted the Director of Technology with establishing and maintaining correct deployment and replacement schedule for computers, laptops. Created and configured new employees’ accounts using SharePoint & Microsoft Exchange. Setup, configured and managed VoIP phones thru Cisco Unified Call Manager Administration. Managed mobile devices via Mobile Iron software & troubleshot all printing issues. Installed, set up & configured Symtec PGP, Win magic, File vault 2 encryption on laptops desktops. Assisted users with Remote access with log in, password reset and connection issues. Installed, upgraded hardware/software maintenance, security of networks & servers. Set-up, configured, maintained and optimized computers, operating systems and networks.

**Environment:** Windows XP/7, Server 2008, Mac OS, DOS, Easy File, SysAid ticketing, MS Office Suite, Citrix Receiver, Citrix Centricity, Citrix LCR, Symtec PGP, Win Magic, Workstation deployment, Hardware troubleshooting and repair.

**Employer: Volt April 2011 – October 2011**

**Client: Apple Computers, Elk Grove, CA**

**Rework Inspection Technician (Contract)**

* Inspect, test, date, code, data input, inventory, pass or fail good or defective Apple product, Installing, upgrading hardware/software maintenance and security of networks
* Support of Windows XP and Windows 7 OS and Office 2003 and 2007, Troubleshooting, diagnosing, selling solutions and repairing hardware on PC’s, laptops & networks
* Built, configured, upgraded and troubleshot customer desktops, laptops, Set-up configure, maintain and optimize computers, operating systems and networks
* Imaging, installing, formatting and portioning hard drives and Virtual Machines
* Ability to work independently or a team to efficiently meet deadlines, goals and deliver superior service

**Environment:** Mac OS workstation and testing equipment