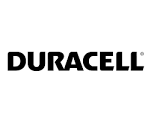
**Jose Mondelo**

[**blank\_IT@outlook.com**](mailto:blank_IT@outlook.com)

**** **Site Support Technician II Sant Cugat, ESP**

**Astreya - Duracell 9/2018 – 9/2019 Barcelona, ESP**

Support of the Sant Cugat and Barcelona offices. Traveled to foreign offices for support and windows 10 migrations. Global remote support of EIMEA. Software support of Cisco Meraki, Active Directory, Carbon Black, Forti Client & Zoolz Big Mind. Service Now for ticketing and change management.



**IT Support Specialist Manhattan, NY DBI 10/2015 – 8/2016 Cadwalader Wickersham & Taft 8/2016 – 7/2018**

Daily Support of incidents and project tasks. Onboarding Included active directory and exchange object creation. Blackberry UEM and Air watch device assignment and support. Avaya Site administrations and VOIP desktop phone setups. RSA VPN and Lync server support. Participated in a major Windows 10 rollout project. Also Assisted the printing and conference room support departments.

 **Upgrade Technician Manhattan, NY**

**Tri Max with Microsoft at AIG 10/2014 – 10/2015 Jersey City, NY**

Connected and assisted users with transitions to their new desktop and laptop environment. Imaged new computers with SCCM. Used USMT for the user’s profile and data migration.

**Desktop Support Manhattan, NY**

**Experis – Manpower at TIAA-CREF 6/2013 – 8/2014**

Responsible for building of Windows 7 images. Utilizing IBM Tivoli for software installations. Assisted users with licensing transfers. Also upgraded users remotely with IBM Tivoli Remote Control Manager. Deskside assistance for hardware installations and overall user comfortability.

 **Technical Support Specialist Manhattan, NY**

**Latham and Watkins LLP 1/2007 – 2/2011**

Day to day support of the desktop computing and printing environment. Deployed applications and images with the Altiris deployment console. Administrations of Blackberry Enterprise Manager and hardware device support. Arranged and supported conference rooms for staff members and clients.

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**Technical Support Manhattan, NY**

**Leafstone – Corestaff 3/1998 – 5/2002 Milbank 5/2002 – 1/2006**

Provided break fix support for Dell workstations and IBM ThinkPad laptops. Supported the HP LaserJet printer and ScanJet Series. Windows 2000 print server support. Conference room support for internal staff and outside clients. Involved in three major operating system upgrades and two PC hardware rollouts.