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**EDGAR L. PEREZ**

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| **TECHNICAL SKILLS** | |
|  | **Operating Systems:** Windows 7, 8 and 10, legacy Windows OS, Windows Server 2003, Windows Server 2008; Mac OSX, legacy Mac OS, Android OS, iOS. **Networking**: TCP/IP, ATM, WAN, LAN, Cisco T1 Routers, Redback and SmartEdge, Cisco Switch, Broadband fiber optics, VoIp. **Security:** McAfee Endpoint Security, McAfee VSE and Drive / Device Encryption. **Printing:** HP, Dell, Xerox and Ricoh. **Workstations:** Dell, HP, IBM Lenovo, Compaq, Mac G4 and up. All IBM Intel based firmware. **Laptops:** Dell, HP, IBM Lenovo, Toshiba, Compaq, MacBook Pro. **Telephony:** Cisco VoIP. **Mobile Technology:** Blackberry, Android, iPhone and iPad. **Ticketing Software:** Service Now, Track-It, Remedy, Seibel, Heat and Altiris |
| **PROFESSIONAL EXPERIENCE** | |
|  | **NTT Data Windows 10 Migration Support Technician at Johnson Controls, Los Alamitos, CA**  **Windows 10 Migration Support and Desktop Technician 5/2021-6/2021**  Contractor working exclusively Windows 10 Upgrade to get users on latest Windows 10 Build and company supported SCCM client. Supported Dell laptops, multiple remote assist applications and ServiceNow to manage tickets.  **Cedars Sinai, Los Angeles, CA** **4/2020-5/2020**  **Windows 10 Migration Support and Desktop Technician**  Worked as a contractor at Cedars Sinai Hospital during beginning stages of Covid-19 pandemic. Windows 10 OS deployment in a Lenovo and HP environment along with assisting with Desktop Support tickets. Supported remote users, third party hospital applications, printing and general computer / technology use during short term project.  **IBM Corporation** **at Chubb Insurance, Los Angeles, CA** **10/2019-2/2020**  **Deskside Technician**  Work as contractor for IBM at Chubb Insurance. Windows 7 and 10 OS Lenovo Thinkpad laptops and desktops and Dell Wise computers. Windows 10 migration. Support for 3rd party business applications, MS Office 2010 – Office 365. Xerox MFC and HP LaserJet Printers. Windows 10 migration and application software delivery using SCCM. Support for VMWare Horizon client. Ticket management is done through Service-Now and proprietary IBM ticket documentation applications. Support user base of 300 -500 employees nationwide. Support for users locally is fine through police department. Support for all end user equipment and third-party applications. Supported VPN and Citrix based applications along with Cisco WAP. Support and installation of Kyocera copiers, Dell and HP printers, Canon and Epson Scanners.  **Sherman Oaks Hospital** **Sherman Oaks, CA** **12/2018-8/2019** **Information Technology Technician**  Information Technology Technician for Prime Healthcare Inc. Windows 10 Upgrade, deployed new desktop, and laptop hardware. Imaging of new and existing hardware using MS SCCM. Hardware upgrade. Management of Mobile computer carts. Worked on improving cable management throughout hospital in clinical offices and network closets and IDFs. User account management in Active Directory.Management, deployment and support of Hospital style mobile workstations. Supported all staff, administrative, medical and operations. Support for all end user equipment and third party applications. Supported VPN and Citrix based applications along with Cisco WAP. Worked with Lenovo and Dell computers. Support and installation of Kyocera copiers, Dell and HP printers, Canon and Epson Scanners.  **Computer Consulting Glendale, CA 1/2018-Present Information Technology Consultant**  Provide IT Consulting Services for small to mid-size businesses. Management of client’s network, systems and applications. Windows 7, 10 and MS Office 2016 Upgrades. Deployment and management of Sever, Routers, Firewalls and other network equipment and devices, along with cabling and mounting of racks. Windows Server 2003, 2008, 2012 and 2016 along with Active Directory Administration.  **UCLA School of Dentistry** **Westwood, CA 5/2017-10/2017**  **Desktop Support Technician / Systems Administrator**  Desktop Support and Systems Administrator duties for Dentistry Graduate School, supporting faculty, staff and students. Support for Apple computers and mobile devices iMac, MacBook, iPhone and iPad along with Microsoft Windows 7 and 10. Windows Server 2012 R2, AD domain server management, user account management and Group Policy management in Active Directory. Deployment and setup of user desktops, laptops and mobile devices. Supported Vpn and Citrix based applications. Worked with Lenovo, Dell and Apple products. Support for Xerox, Samsung and HP Mfc and laser printers. Executive level support for school's departmental chairmen, faculty professors and administration.  **Prime Healthcare Inc. Inglewood, CA 6/2016-4/2017**  **Information Technology Technician**  Information Technology Technician for Prime Healthcare Inc. Provided Desktop Support for large size hospital near LAX. Worked with McAfee in deploying End Point and Device Encryption security technology to secure hospital computers, network and all devices.  Windows 7 Enterprise refresh using Microsoft ImageX and SCCM. Re-Imaged and deployed new desktop hardware. Worked on improving cable management throughout hospital in clinical offices and network closets and IDFs. User account management in Active Directory.  Management, deployment and support of Hospital style mobile workstations. Supported all staff, administrative, clinical and medical. Support for all end user equipment and third-party applications. Supported VPN and Citrix based applications along with Cisco WAP. Worked with Lenovo and Dell desktops. Executive level support for CEO, CFO, Doctors, Hospital board members and administration. Support and installation for Xerox copiers, Dell and HP printers, Canon and Epson Scanners.  **Telecom Evolutions** **Northridge, CA 12/2013-6/2016**  **Tier 2 Technician**  Information technology technician for Internet service provider. Support, management and maintenance of multiple broadband services and networking technologies. Management of Redback and SmartEdge Isp routers. Provide technical lead assistance for technical support department. Management of ISP subscriber circuits.  Administration of client-side network, devices and security protocols. Local area, wide area, private and secure network management, gateway and firewall management. Work with multiple telephone carrier in resolving escalated trouble tickets.  Support for all end user equipment, ethernet and Wifi network. Provide escalation level support to end users via phone, email and remote desktop. Support for all Windows, Mac OS and some Linux environments. All internet applications and technologies are supported.  Support for mobile and Wifi devices Android based phones and tablets, iPhone and iPad. First level support for VoIP service. Troubleshoot VoIP software and hardware. Confirm VoIP service is provisioned and active.  **Deluxe Entertainment** **Hollywood, CA 5/2012-12/2012** **Information Technology Technician**  Information technology technician support for multiple versions of Windows, Office and 2008 server. Support for Mac OSx and Apple devices. IBM, HP, Dell and Lenovo laptops and desktops. Support for proprietary applications running on Oracle environment. Tracking of work orders using Track-It! along with knowledge base entries in SharePoint. Maintenance and repair for HP and Ricoh printers.  Support for computer interface software and hardware used in movie industry film post-production laboratory. Installation of peripherals used in printing and scanning of film elements. Installation and testing of Cisco VoIP phones and light management of VoIP service using Cisco Admin software. Ethernet port testing and turn up, from jack/port to patch panel to switch. MS Office 365 migration for about 250 users. New user deployment, system refresh, hardware upgrades and equipment moves.  Maintenance of Workstation OS images using Farstone Total Recovery and Symantec Ghost. Management of server backups using tape backups through HP Data Protector. Support for mobile and Wifi devices Android based phones and tablets, iPhone and iPad. Deskside support for company's CEO, CFO, CIO and corporate legal attorneys.  **Epiq Systems Inc.,** **Century City, CA 11/2008-4/2010**  **Help Desk Technician**  Worked for multi-service technology solution provider. Hired for dual role position as help desk and desktop support technician to support a full spectrum of services and solutions for bankruptcy trustee firms. Supported Windows based bankruptcy case management application along with providing Information technology support.  Received bankruptcy management training at corporate office in Kansas City, KS in order to support end users with bankruptcy management software. Worked as a Desktop Support Technician providing on-site support for prestigious firms. Provided full software and hardware support. Assisted with quality assurance testing of web-based version of case management solution written in .Net.  **CBS Corporation** **Hollywood, CA 11/2007-11/2008** **Desktop Support Technician**  Desktop Support at Paramount Pictures for CBS Television Distribution. Windows 2003, Novell 4.5 and Citrix and Active Directory. Implementation of HP servers, Dell Desktops and HP/Compaq Laptop.  Worked on various projects including hardware refresh and Data Center move at One Wilshire. Maintenance of Workstation OS images using Bart PE and Ghost. Backup of workstations and software delivery via Altiris. Remote Control through PC Anywhere and XP RDP.  Maintenance and repair for Xerox and HP printers. Support for Windows 2003, Novell 4.5 and Citrix Servers. Active Directory and Microsoft Exchange 2003, Blackberry Enterprise Server.  Implementation of HP file and application servers and NetApps management. After hour Help Desk Technician and responsible for closing call center. Support and Maintenance for proprietary applications along with servers. Maintenance and repair for Xerox and HP printers and print servers. Executive level support of upper management, President, Vice Presidents and Directors of International and Domestic Television Distribution division.  **Prospect Mortgage** **Sherman Oaks, CA 6/2006-11/2007**  **Desktop Support Technician**  Served as Lead technician for IT Department. User account management in Active Directory, Windows Server 2003 and Citrix Meta Frame, Blackberry Enterprise Server.  Provide escalation support to Help Desk team members. Implementation of new technology and setup of infrastructure and systems support for of new business units. VPN, Dedicated Internet Access and Telecommunication turn-ups. Desktop support for company's CEO, President, Vice Presidents, Director's and top producing Loan Officers.  Responsible for deployment of Workstation and Laptop hardware and systems and application upgrades at enterprise level. Manage Help Desk ticketing software and assignment of trouble tickets. Work with Web team and NOC in implementing new technology solutions and management of NOC and upgrade of network infrastructure.  **Kaiser Permanente** **West Hills, CA 1/2006-6/2006**  **Information Technology Technician**  System Refresh for Lotus Notes project. Enterprise level deployment and upgrade of Lotus Notes 6.5x Suite. Migration from Exchange email to Lotus Notes mailbox for users. Installation and support for Lotus Notes. Worked as on-site Team lead, coordination of departmental software installation and management of data conversion.  Provided support for hospital medical and administration staff along with corporate office executives and management personnel during migration period. Coordinated daily installations and data migrations. Trained technicians on installation and migration procedures. Assigned to take care of senior level executives, Doctors and Administrators.  **Verizon Online** **Thousand Oaks, CA 9/2003-10/2005**  **Technical Support Engineer**  Began working in call center initially as contractor providing Technical Support for Verizon Business DSL. Hired four months later as full-time Technical Support Engineer. Support for installation of DSL equipment. Troubleshot service, customer equipment and all issues related to internet. Provisioning and order status support of DSL service. Supported Windows and Mac OS. Support for email clients and internet applications.  Promoted to Managed business services. Support, configuration and implementation of T1 and T3 services. Worked with Noc and phone company engineering along with Qwest and Level3 backbone providers to troubleshoot latency, routing and hard down issues. Management and installation of Cisco, Netopia and AdTrans T1 routers. Support for Isdn and Shdsl services. Domain and Website hosting and management of DNS Records.  **Ebix Software Pasadena, CA 7/1998/-12/2001**  **Project Manager**  Hired as Technical Support representative provided support for Contact Management software used by Life Insurance and Financial Planning Industry. Installation and support for Sybase RDBMS, Client Data Systems software, network ODBC and TCP/IP setup.  Promoted to Quality Assurance department. Documentation of bugs, Developed test cases, Knowledge Base and Help Files. Worked with developers in testing software updates/releases. Setup Test labs using equipment and configuration used by our corporate clients.  Promoted to Software Release Manager and Senior Technical Analyst and began managing and supporting all aspects of corporate software releases. Provide weekly status reports to Vice President of Software and management at the client’s corporate office.  Maintained comprehensive list of enhancement/customizations and bugs for each build and made sure development, enhancement and support issues were resolved. Help Desk support once software was in production.  Supported Novell, Windows NT, Windows 2000 Servers and Windows XP. Built and configured network clients running on Windows 9x and Windows 2000. Supported other application suites like Microsoft Office, GroupWise, Exchange, Outlook, Lotus Notes and more. Maintained and tested releases on environment provided by corporate client.  **Teletech** **AT&T WorldNet Burbank, CA. 7/1997/-7/1998**  **Technical Support**  Worked in call center providing support on installation and use of Internet Service.  Configuration and troubleshooting Dial Up software and hardware , TCP/IP, Windows 9x , Email and general use of Internet.  **Earthlink Networks and Internet In A Mall Tarzana, CA. 2/1997-7/1998**  **Technical Support**  Assisted users with ISP connection issues, system configuration of Internet browser and protocol along with dialers.  Supported various types of Internet software including TelNet, CuteFTP, FrontPage, Eudora Email, Netscape Navigator and IRQ chat. Configured and installed Ascend Routers, ISDN modems, modems and Network Cards |
| **EDUCATION:** | |
|  | North Hollywood HS North Hollywood, CA [9/91-6/93]  North Valley Occupational Center North Hills, CA Computer Repair Course [1/6-7/96]  Teletech Burbank, CA AT&T Telecommunications and Customer Service course [7/98-8/97]  Verizon Telecommunications Thousand Oaks, CA Cisco Routers and Switches, Frame Relay, ATM, DNS and Web Hosting [9/03-10-03] |