JEROME CAMPFIELD JR.

Technical Support Specialist

Help Desk Analyst

SKILLS

• Professional, accountable, responsible and motivated individual.

• Configure and troubleshoot Microsoft Windows Operating Systems for desktops and laptops systems.

• Setup and troubleshoot printers and monitors and peripheral devices.

• Establish LAN and wireless connections and intermediate level network issues.

• Manage user accounts in Microsoft Windows and Macintosh environments.

• Setup and configure Android, IOS, and Blackberry devices.

• Provide support for account creation and management via Active Directory.

• Microsoft Outlook setup and support.

• VMWare client application support.

• Experience as a Blackberry Enterprise and RSA administrator.

TECHNOLOGIES

• Operating Systems: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Macintosh X OS.

• Software Applications: Microsoft office 2007/2010/2013, Microsoft 365, Microsoft exchange, SharePoint, Azure, VMWare, Go to Assist, PCAnywhere,

• Citrix receiver, VMWare, Adobe Acrobat & Reader, Internet Explorer, Mozilla Firefox, Safari, MC7, Symphony

• Security & Backup Systems: Malwarebytes, Iron Mountain & Gilware backup. Norton Symantec, Win Magic SecureDoc & Symantec Disk Encryption. Managed McAfee & Symantec Antivirus applications.

• Networking: LAN WLAN setup and configuration.

• Mobile: Android, Blackberry, and iPhone OS. BYOD & GOOD application.

• Ticket System: Remedy, ServiceNow

PROFESSIONAL EXPERIENCE

Help Desk Analyst

Florida Crystals Corporation - West Palm Beach, FL

January 2018 to March 2019

• Provides level 2 and level 3 remote technical support to all global employees initial assessment, triage, research, and resolution for all resources: Hardware, Software, Infrastructure.

• Ensures the end-to-end customer experience and provides a single point-of-contact for the customer.

• Provide technical support to On-Site support staff.

• Manages the workflow for all Service Request submitted by end users

• Assist users with the installation and configuration of software and hardware.

• Effectively manages aspects of the mobile device experience for customers.

• Provides training to customers

• Creates technical documentation

• Manages MS SharePoint security

• Provides after hours global technical support.

• Responsible for managing the on-boarding and termination of access to IT resources for all employees.

• Manages Active Directory

• Manages Microsoft Exchange

• Responsible for global communications associated with IT services.

• Monitors critical business systems for business continuity.

• Coordinates the effective resolution of global system outages.

• Maintains and protects confidentiality with regard to all aspects of company technical assets.

• IT Projects Technical liaise Documentation creation, implementations and rollout.

• Critical Incident liaise

• Maintain accurate records of completed and pending jobs using the Help Desk ticketing system.

• Follow department policies and procedures to include incident/problem escalation.

• Demonstrate good social skills in a professional environment.

• Support the monitoring of the health of computer systems and serve as the gatekeeper for there solution of all problems encountered by end users of the information systems.

• Support and analyze requests for help and resolve problems immediately if possible. Otherwise, determining a technical specialist or technical group in the IT department to whom a particular problem should be referred.

• Provided guidance to end users in the operation of software programs. In that process, customarily and regularly exercise discretion and independent judgment in the following areas: Re-evaluate presented tasks, prioritizing and refocusing attention as situations dictate. Utilizing all available knowledge, skills and resources, be able to determine if a reported issue requires troubleshooting, is resolved, or requires escalation to higher levels of support. Highly organized.

National Property Solutions Group / Amazon - Kennesaw, GA - July 2017 to January 2018

Amazon Kiva Amnesty Associate / Inventory Control Quality Assurance

• Trained and certified in KIVA floor access procedures

• Extensive use of Amazon Robotics Maintenance Manager

• Trained in how to clear KSAW Jams (Kiva Semi-Automatic Workstation)

• Authorized to perform light repairs to Amazon Robotics Drive Unit.

HCL America / Deutsche Bank – Jacksonville, FL - July 2015 to June 2017

Tier 3 Remote & Deskside support

• Ensured that escalated tickets are followed up, kept up to date and properly closed to ensure adherence with SLAs using Remedy ticketing system.

• Working knowledge of corporate network infrastructure, topology and protocols including firewall configuration, DNS management, network routing and IP connectivity.

• Data Center operations management experience including performing IMAC (Install, Move, Add Change and clone desktops and laptops), logistics and asset life-cycle management.

• Familiar with cloud based service (SaaS) deployment and support.

• Expert on Active Directory, EUC tools, remote support tools, MS office and outlook.

• Excellent interpersonal and customer care skills supporting Financial Services and Investment Banking customers.

• Assisted in product testing and research.

Symantec end user support.

Industrial and Commercial Bank of China Limited - Manhattan, NY - June 2014 to June 2015

Consultant – CIS – Trading Floor & Application Support

• Onsite desk side Trading Floor Support for all Traders and portfolio managers.

• Identify, diagnoses, and resolves functional and technical problems through research and analysis of trends, root causes, and business impact.

• Support Microsoft Office 2007, 2010, 2013 including Microsoft Exchange server support.

• Troubleshoot Bloomberg and Reuters Market Data Applications and hardware.

• Support remote connectivity on VPN and Citrix server.

• Create new user accounts, groups, distribution lists and setup permission using Active Directory Services.

• Troubleshoot network printers, scanners and faxes.

• Provide support and create new accounts for iPhones, iPads and BYOD using the Good Enterprise application.

• Liaise with contractors and outsourcers to handle day-to-day system maintenance and troubleshooting, and workstation setups.

New York Life Insurance - Manhattan, NY - May 2010 to May 2014

Consultant - Helpdesk

• Responded to service requests remotely for end-user’s laptops and desktops Operating System installation, upgrades, backups and maintenance (Win XP / Vista / 7/ 8, Mac OS) with Remedy ticketing system.

• Installed and configured VMWare client application for virtual OS on Mac OS and PC’s

• Supported Ipad’s / Iphone’s / tablet’s/Android and Blackberry Enterprise Systems activation, email configuration and account maintenance.

• Managed local and wireless networks connections for user.

• Support Microsoft Office 2007, 2010, 2013 including Microsoft Exchange server support.

• Installed and maintained New York Life proprietary insurance application software.

• Security detail includes installing SecureDoc Disk Encryption software and Norton Symantec antivirus install. Viruses, malware, and spyware removal. Reported and documented thefts and breaches of computers or confidential data.

• Setup and assisted with printer, fax, and scanner configuration and installation.

Syms Corp Filene’s Basement - Secaucus, NJ - April 2009 to April 2010

Consultant - Technical Support

• Troubleshoot point of sale equipment and operating systems for over 50 branches.

• Local desk side assistance for Windows Operating System and application support, network connectivity and printer fixes.

• Compiled and distribution financial data reports to V.I. P’s and staff members.

• Managed data backup to tape drive with Iron Mountain.

• On call weekend support assistance.

Novartis Pharmaceuticals - East Hanover, NJ -October 2008 to March 2009

Consultant - Technical Support

• Blackberry Enterprise System Specialist. Managed orders and decommissioned blackberry handheld devices. Activated user accounts and troubleshot connectivity and application.

• Supported end users with pc hardware fixes including motherboard, ram and peripheral installation.

• Windows Operating System (XP, Vista) maintenance and Microsoft Office application support

Buck Consulting - Secaucus, NJ - October 2007- September 2008

Consultant - Help Desk

• Windows Operating System maintenance. Installations via Norton PGP Ghost imaging software. Format pcs to storage.

• Local desk side support assembling desktop, monitor, and printer. LAN setup using CAT 5 / RJ45’s and LAN configuration.

• Remotely supported Outlook email application and troubleshot common Microsoft office application errors.

• BlackBerry Enterprise consultant activating user accounts, email configurations, wireless support, and application assistance.

Cingular Wireless/AT&T - Paramus, NJ – June 2004 to October 2007

Advanced Network Specialist

• Provided quality customer care service to the clients.

• Supported and troubleshot PDA’s and wireless network devices. Selected for a beta team to test Air cards.

• Analyzed Blackberry application problems and connectivity issues. Escalated to Blackberry support team if technical issues were beyond scope.

EDUCATION

St. Peter’s University, NJ – Bachelor of Science - May 2004

Management Information Systems

Sigma Six certified Yellow

Comp Tia

Career ID COMP001020545080 A+, Network+

https://www.certmetrics.com/comptia/public/verification.aspx

Research in Motion Certified

Beta team tester for AT&T wireless Air-cards