**ROGER HERNANDEZ**



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**IT Support Engineer & Senior Desktop Support Specialist**

# SUMMARY



* Certified IT Support Tech/Engineer offering 9+ years’ support experience performing utilizing software/hardware support, upgrades, repairs, servers, IDF's.
* Experienced in supporting 2,000+ end-user’s in a corporate environment both remotely and through Deskside Support, this also includes mobile devices/iPads.
* Proficient in providing hardware and software support for end-users in Mac, Windows, Linux in the following Operating Systems: Ubuntu, CentOS, Windows 7, 10, El Capitan, Sierra/High Sierra, Mojave & Catalina.
* Knowledgeable in Active Directory, Windows Autopilot, Azure AD, Intune, Windows Server 2012/2016/2019, Exchange Admin Console User Account Management, SCCM imaging, , AirWatch, MDM End-Point Mgt. Print Server management for Network Printer Support with SMTP, DNS, VLANs, DHCP, Office 365 Administration, LAN/ WAN, TCP / IP, JAMF for Mac Support, Onelogin, and Okta
* Experienced in managing IDF Network closets and providing hands-on-feet for Network Ops for racking/mounting devices that includes switches/firewalls. Creates documentation for incidents and resolutions.
* Experienced in many different MDM solutions and supported all iPhones, Androids, & iPads when issues occur and. Air Watch End-User Management to ensure all EU’s are properly configured for Corporate Emails, Contacts, & Calendars.
* Able to do Cisco AV Conferences/Zoom Rooms and Network MFP Printer support to ensure that EU’s can successfully connect to their Meetings in Zoom, Blue Jeans, WebEx and Microsoft Teams.
* Proficiently documents known issues and provides resolutions and publishes them in Knowledge Base, this is to provide solutions to other Tech’s in all other offices across the U.S.

# PROFESSIONAL EXPERIENCE



# September 2020 – January 2021

# Rivian Automotive Inc.

# Desktop Administrator (Temp Contract)

* Manages Carson and Venice, CA offices onsite with a total of 250+ end users in Greater Los Angeles for both PC and Macs doing Level 1-3 support, this also includes all global 5,000 end-users.
* Provides support for CATIA Engineers & Labs
* Manages all AV conference rooms and provides support to onsite staff.
* Remotely supports work from home end-users during COVID.
* Manages day to day queue with Jira and ensures SLA’s are met.
* Uses Intune/SCCM, Jamf, Azure, AD, Office 365 Admin, Exchange, Bomgar, Microsoft Teams, Slack, Zoom, Network Support and many other tools to assist and resolve our end-user’s requests/issues.

# February 2020 - August 2020

# West Monroe Partners

# IT Operations/Desktop Support Engineer (Temp Contract)

* Manages Los Angeles and San Francisco Office providing Executive Mac, PC, Networking, Audio/Visual, Printer, Application, Office 365 Administration and Remote Support as primary IT Support site contact.
* Resolves issues from Level 1-3.
* Provides support to Managers, Directors and C Level Executive Consultant staff that are working on-site, field or from their home remotely.
* White glove support V.I.P.
* Completes projects, implementations, and tasks.

# July 2019 – November 2019

# The Capital Group

# Desktop Support (Temp Contract)

* IT Support Tech/Engineer providing PC/MAC/Application/Network/Printer/Remote/Deskside/AV support to 1,600 end-user’s and C Level Executives in Financial District Downtown Los Angeles, CA. Assisted with implementation/deployments of Windows 10/Mac for 1,200 onsite end-users.
* Completes assigned projects assigned by the firm.

# November 2018 - February 2019

# KitePharma - Gilead Sciences

# IT Site Support Analyst (Temp Contract)

* IT Support Analyst supporting Pharmaceutical Lab Chemical environments of 850+ manufacturing end-users.
* Provided application, hardware, security, network printer, remote, and VIP support in a cutting- edge critical mission environment and also migrated all remaining 500 PC's to Windows 10.
* On-call support 24x7 support.

# May 2018 – October 2018

# Faraday Future

# IT Desktop/Helpdesk Analyst (Full-Time)

* Supports 1,200 end-user’s in a corporate environment both remotely and through Deskside Support, this includes C Level Executives with mobile devices/iPads.
* Assists all new hires in orientation and directly assists in setting up desk set-ups thereafter.
* Supports Sharp Network Printers of any malfunctions or toner replenishes.
* Troubleshoots all Lenovo, Dell, and Mac workstations/laptops that involves break/fix support.
* On-call support when required.

# June 2015 – May 2018

# Pandora Media Inc.

# IT Support Specialist (Full-Time)

* IT Support Tech Admin for 150+ local end-user’s and Remote Support for field/work from home EU’s, this also includes Corporate Manager’s, C Level Executives, VP’s in the West Coast Region and Founder VIP.
* Provided hardware and software support for Mac & Windows in the following Operating Systems: Windows 7, 10, High Sierra Mac OS. Basic Active Directory, Exchange Admin Console mailbox user management. Manages IDF Network closet and provides hands-on-feet for Network Ops. Creates documentation for incidents and resolutions.
* Set-up new hires/accounts/off-boards/moves and provides a new hire orientation.
* Proficiently documents known issues and provides resolutions and publishes them in Pandora’s Wiki Knowledge Base, this is to provide solutions to other Tech’s in all other offices across the U.S.
* Provided all Telecom Support for configuring desk phones, creating numbers, disabling number, configuring auto forward, etc. HP Network Printer support to assure that printers are always successfully functioning with minimal interruption utilizing Windows Server for Printer Management.
* Supported all iPhones, Androids, & iPads when issues occur. Air Watch End-User Management to ensure all EU’s are properly configured for Corporate Emails, Contacts, & Calendars.
* Experienced with Cisco Video Conference & Zoom Support to ensure that EU’s can successfully connect to their Meetings.

# October 2011 – June 2015

**Toyota Headquarters – Financial Services**

**Sr. Desktop Support Analyst (Long Term Contract)**

* Sr. Deskside Support for 2,300 End-User’s in a Large Enterprise Environment.
* Performed remote Troubleshooting in a Corporate Environment providing Software/Hardware Support Level 1-3.
* Primarily performed 80% Break/Fix Support to Ensure 8-hour SLA & 20% Install, Move, Add & Changes (I.M.A.C) Support to Ensure 3 Day SLA.
* Imaged, Deployed, and Customized Desktop/Laptops According to Toyota’s Needs.
* Escalation Point of Contact Field Tech for Toyota Remote Sites if Helpdesk unable to resolve IT reported issue.
* Coordinated with Tier 3 Network Operations when needed to validate Server/Network related issues in IDF room.
* Trained 6 New Hires for Desktop Support for I.M.A.C and Break/Fix Support in TFS Headquarters.
* Assisted Network Operations to upgrade & replace 18 Cisco Switches in Toyota’s Network.
* VOIP, & Video Conferencing Support & VDI (VMware) OS Off-shore Support for 500 EU’s in India.
* VIP Executive Support to Legal and Treasury

# June 2011 – September 2011

# The Aerospace Corporation

# Desktop Support – Government Deployments Project (Temp Contract)

* Has deployed Windows 7 Project; installed, supported, and configured 1,700 Windows 7 laptops, desktops and Apple Mac Snow leopard laptops and desktops with Project Team.
* Performed desktop troubleshooting in a Domain Active Directory environment.
* Performed shipping, receiving, inventory, and hardware item installations, and deployments.
* Configuring encryptions, print servers, and software, hardware settings according to client’s needs.
* Image new Windows 7 and Mac Snow Leopard computers and configured them into the AERO.ORG domain.
* Created data backups of all the desktops and laptops that are getting replaced and applied the data backup and configured into the new desktop, laptops, and workstations.
* Worked with Windows Server Team to create new Print Server Queue’s for Windows 7 64-bit Drivers to connect to Network Printers.
* Obtained Department of Defense Secret Security Clearance on August 2011 Valid for 10 Years.

# EDUCATION



* Diploma, West Adams Preparatory High School
* CompTIA A+ Certified
* LATTC Community College
* MCP – Microsoft Certified Professional
* MCSA - Windows 7
* MCSA - Windows 10
* Microsoft 365 Certified Modern Desktop Administrator