**Oscar L Romano**

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**Transferable skills.**

* Operating System: Windows 95/98/NT/ME/2000/XP. Win Vista Win 7, Win8,Window10
* Citrix Version 6.5X app implementation server support
* Imaging software: Ghost, (MDT) Microsoft Deployment tool kit.
* Deployment New Desktops using SCCM. (System Configuration console Manager.
* Deployment of AIO Dell computers from ground up.
* Medical Applications. Initial Troubleshooting NextGen Version 5.7, Dental QSI,
* Accounting software EzCap (client and remote),
* Mail Exchange, outlook from 2000 -2010, Novell 9.0, and Lotus Notes.
* Software Applications: Microsoft Office 2000- 2010, Lotus Notes, Microsoft Visual Studio
* Galaxy (PMS) For Restaurant and Hotel Industry.
* Experience with the following Protocols
* Protocols: TCP/IP, UDP Protocol Suite (DNS, SMTP, POP, FTP, SNMP, DHCP)
* Security: Sonic Wall Internet Security, MacAfee 8.7, Norton Antivirus Corporate Edition 7.5
* Galaxy (PMS) Version 8.0
* File Recovery First layer, Backup tapes systems,
* Ticketing systems: Remedy ,Zendesk, Desk.com, Team support, Service Now
* Remote Support software Virtual Network Connection (VNC), Join.me, GoToAssist.com.
* Hardware HP Printers Multifunction, Laser, Small print desktop p printers, Lexmark printers
* Provided brake fix for warrantee laptops Printers HP, Dell AIO POS systems
* Hewlett Packard, Dell Systems Power Edge 400, 1400SC and Laptops Inspiron i15R-1803MRB.
* HP Pavilion, HP 17Z, Elitebook, Probook.
* Hewlett Packard Printers 3550 and up models including Multifunction (Rebuilt Kits)
* Hewlett Packard from dc7400 true HP 7900 and laptops dc7400 true Pro-book 6070b
* Zebra Industrial grade printers and small print zebra printers.
* Point of sale Analyst AIO Dell, HP, Lenovo.
* Bilingual Spanish /English

**Field Service Technician**

**Excel a division of CompuCom Feb 2020 – July 07/17/ 2020**

**CompuCom on site Retail support.**

* On site repair for laptops software to hardware brake fix.
* Break fix Point of sale for Target, Home Depot ,
* On site repair for Hewlett Packard and Lexmax Printers from Home Office to enterprise Printers
* Preventive maintenance troubleshooting and parts ordering for onsite repair
* Point of Sale upgrades, Repair, Software loads.
* Dell Desktops Troubleshooting Triage with Tech support and software Proprietary software
* Ticketing system Service now Desktop and Field versions.
* Hardware HP Printers Multifunction, Laser, Enterprise printers.
* On sit support Home Depot, Office Depot, Target , Walmart, 7-11

**Field service Technician**

**Excel a division of CompuCom**

**For Disneyland Anaheim Resort. Feb 2019 – 12/27/2019**

* On site repair for laptops software to hardware brake fix.
* On site repair for Hewlett Packard Printers from Home Office to enterprise Printers
* Preventive maintenance troubleshooting and parts ordering for onsite repair
* Point of sale for Disneyland Hotels, Restaurants Kiosk self-service.
* Printer HP Lexmark Technician on client site repairs
* Ticketing system Service now Desktop and Field versions.
* Hardware HP Printers Multifunction, Laser, Small print desktop p printers, Lexmark printers
* Provided brake fix for warrantee Printes, Laptops, desktops.
* Hewlett Packard, Power Edge 400, 1400SC and Laptops Inspire i15R-1803MRB.
* HP Pavilion, HP 17Z, Elitebook, Probook.
* Hewlett Packard Printers 4100, 4700, 525,575,603,880 on site repairs.
* Hewlett Packard from dc7400 true HP 7900 and laptops dc7400 true Pro-book 6070b
* Current contract extended until 12/30/2019. Based on performance.

**Field Technician**

**Insight Global for**

**Hewlett Packard Inc. Nov 2018 – Feb 2019**

Glendale, Beverly Hills, Santa Monica.

* On site repair for laptops software to hardware brake fix.
* File Recovery First layer, Backup tapes systems,
* On site repair for Hewlett Packard Printers from Home Office to enterprise Printers
* Preventive maintenance troubleshooting and parts ordering for onsite repair
* Field Technician Ticket System FSM, Service now.
* Hardware HP Printers Multifunction, Laser, small Office to the Enterprise level.
* Hewlett Packard, Dell Systems Power Edge 400, 1400SC and Laptops Inspire i15R-1803MRB.
* HP Pavilion, HP 17Z, Elitebook, Probook.

**Migration Technician Analyst**

**TekSystems, For Allergan Laboratories July 2018 - Oct 2018**

**Widows Migration project from Windows 7 to Windows 10.**

* Windows 2007 to Windows 10 Migration project 1,700 Laptops
* Imaging from ground up following specific admin settings for optimum results.
* Imaging laptops from the ground up utilizing SCCM (System Configuration console Manager.)
* Deployment of laptops and Desktops during night hrs. From 11 pm to 6 am.
* Deployment New Desktops using SCCM. (System Configuration console Manager.)
* Installation of specialized software By user requirements Microsoft applications
* application s configurations, One Note, One drive sync, Box sync for personal files,
* Supported software for deployment of Microsoft for business software.
* Office 365 installation configurations Personal files shared drives signatures,
* Personal data Transfer from Legacy laptops ,transfer and configuration of Box backup software,
* Docu-sign, coral, First doc, Sap software and its supporting specialty supporting software.

**Migration Engineer /Desktop Support**

**Apex for 3M Unitek Monrovia, CA Nov 2017 – June 2018**

* Imaging desktops , Installing specialized Printers and scanners
* Deployment and on-site upgrades to windows 10.
* Main support for Zebras 170xi4, xi3,
* Remote and onsite support office365. Microsoft based Console.
* Upgrading Hardware to meet windows 10 requirements
* Ticketing system HP Control Manager
* In charge of Support for Industrial Grade Zebra l 170Xi3, xi3, 105sl. Calibrations alignment Troubleshooting
* and Hardware repairs.
* Hp Printers multifunction 350450. Installation rebuilt kits. Support for Industrial Grade Zebra l 170Xi3, xi3,
* and 105sl. Calibrations alignment Troubleshooting and Hardware repairs.
* Support for Corporate end of lease HP Desktop laptops from win7 to windows 10.
* Investigation of manufacturing software installation to find solutions on the fly

**Desktop Support Analyst Tier II**

**Belcan Staffing solution for Grifols Pharmaceutical Inc., Los Angeles, CA Aug 2015 – Nov 2017**

**Responsibilities:**

* Supporting Local and across interstate Donor centers
* Imaging desktops, Installing specialized Printers and scanners
* Deployment and on-site upgrades to windows 10.
* Main support for Zebras 170xi4, xi3,105 onsite repair and remote support across USA,
* Upgrading Hardware to meet windows 10 requirements
* Ticketing system HP Control Manager
* In charge of Support for Industrial Grade Zebra l 170Xi3, xi3, 105sl. Calibrations alignment
* Troubleshooting and Hardware repairs.
* Trainer for new technicians.
* Printer Industrial printers. Second level support for laptops desktop I
* Preventing unnecessary hardware replacements
* True research found the root cause of Zebras printer model170xi4
* Resulting in 80% drop on technical calls saving company also the cost of replacing printers.
* FedEx shipping cost from $20000.to $0.00. In the period of 3 month and ongoing.

**Network Support Technician**

**Taylored Services LLC Jun 2014 – Jul 2015**

**Responsibilities:**

* Network support where house and corporate
* Preparation for New Facility opening. Servers, desktops.
* Installation of proprietary software.
* Support for HP, Bizhub printers. Zebra Label printers
* Network Support Hubs, switches, Routers.
* Support for Front Line managers
* Environment: HP, Bizhub Printers, Hubs, switches, Routers, Support

**Helpdesk Cloud Network support**

**Concentrus**

**Sept 2013 – May 2014**

**Responsibilities:**

* Network support conversion from Windows environment to Citrix based environment
* Image Creation for Thin client deployment/conversions
* Installation of special Accounting and Human Resources applications.
* Experience installing and troubleshooting HP Thin client
* Support for onsite Boot Mobile Virgin Mobile Retails outlets in Los Angeles. OC and Ventura
* Environment: Citrix, deployment, Troubleshooting, Technical Support.

**Network Technician (Citrix) /Help Desk Support**

**VHA / Boost Mobile, Los Angeles, CA Jun 2013 – Aug 2013**

* Imaging HP desktops, Laptops for Windows 7
* Responsible for accurate transfer of Personal data to the new desktop
* Installation of special Bank Applications.
* Using LDMT (Local Data Move Tool)
* On site configuration for Office Outlook and related ad-on
* Configuration of MacAfee Encrypting tool Configuration of VPN (virtual Private Network)
* Servicing High end executives and Branch managers.
* Environment: HP desktops, Windows 7, LDMT, Office Outlook, MacAfee Encrypting tool, troubleshoot.

**Network Technician**

**AltaMed Health Services, Los Angeles, CA Feb 2008 – May 2015**

* First response Remote on site for Connectivity problems on the Network
* Supporting 43 AltaMed Clinics in La County and 10 Orange county Clinics Plus 700 corporate users
* Installation of special Medical Devices support arms for Desktops and Wireless devices
* Assembly of Portable laptop carts for dental and portable diagnosis on the go
* On site configuration of Thick client thin client’s devices.
* Remote Data transfer and Home Remote configurations.
* Image creation for H P Desktops HP Laptops Macintosh support
* Configuration of Remote access device Verizon cards VPN connections
* Support Local console Office 365 Corporate and Remote support.
* In charge of Tape backups corporate and remote sites
* Network technical support for evening personal
* Providing support for High end decision making managers
* Brought tape back up from 20% to 92% for all the clinics using email direct phone contact and if scenarios
* Installation of 17 arms including network configuration on 1 working day
* The only technician for after hrs support for Altamed clinics after hrs Remote Support
* Faster time delivery for new and upgrade laptops configuration done at night for day time delivery
* Removal of spyware remotely for Laptops and local Desktops
* Image creation for H P Desktops HP Laptops
* Configuration of Remote access device Verizon cards VPN connections
* Windows 7 Upgrades for Desktops and Laptops.
* Environment: Hardware, Windows 7, Technical support, VPN, Troubleshoot.

**Desk side Technical Support**

**Panda Restaurant Group, Inc. Rosemead, CA Dec 2006 – Jan 2008**

* First response for technical support software, hardware connectivity problems
* Point of sale phone support and on site for local Restaurants
* Computer troubleshooting and repair for Dell computers and IBM Lenovo laptops
* Support for local 250 corporate end user and remote technical support
* Real time problem solving creating and slim trim company Imaging system.
* Organized and create a cost effective solution for absolute equipment
* Keep all areas of the technical lab up to safety and operation standards
* Troubleshooting Galaxy (PMS) evaluation Period
* Main office support for managers and VIP.
* On time delivery of new systems for new hires with no returns
* Accurate data transfer for computer upgrades and repair
* On site survey of network topology for easy finding and servicing
* Deliver real time solution for today demanding IT responsibilities
* Integration of legacy software for upgrades and repair using Windows XP professional
* Environment: Troubleshoot, Technical support, Windows XP.

**Migration Technician Windows XP to windows 7**

**Apex / Disneyland Resort, Anaheim, CA Mar 2006 – Dec 2006**

* First Response for on-site technical support solving Problems that ranges from Network connectivity to
* Personal computers. Imaging backing up Personal data for computer Replacement.
* Solving Problems for outdated software specifically designed for Windows NT
* upgraded to Windows 2000 Or Windows XP by Contacting Technical Support for specialty Vendors.
* Fix Computer problems in various locations around Disneyland Parks as well as the Hotels and Industrial Facilities.
* Improved response time for in house warrantee repairs, zero returns for new custom built personal computers
* Also, HP printers 8100, 2420, 4050n, troubleshooting and repair.
* Configuration Specialized software including SAP,
* Maximo4, 1, Daylight, Galaxy systems maintenance of Software Configurations Windows 2000, desktop
* And laptop and thin clients, Novel client, Citrix Configurations, Microsoft Office Suite, Lotus
* Smart Suite, and Client Access, Outlook, Antivirus Configuration upgrades Real time Applications of software
* Patches for windows and Troubleshooting.
* Remote technical support Problem Solving. From Hardware Integration to software Configuration. Hands on Experience with the following operating Systems Windows 95, 98, WinNT 4.0, Windows 2000 Windows XP Windows Server 2003. Apple system 10.
* Environment: Technical Support, hardware, Software, Windows 2000, Citrix, Microsoft Office Suite, Lotus
* Smart Suite, and Client Access, Outlook, Antivirus Configuration, Troubleshoot.

**Field Technician /In House Bench technician**

**APR Consulting / TSG, Orange County, CA Sept 2005 – Mar 2006**

* First Response for on-site technical support solving Problems those range from Network connectivity.
* Troubleshooting Personal computers, Laptops and HP, Okidata, Epson Printers. Personal data retrieval.
* Remote technical support. Laptop and Personal computer warrantee repair on site as well as in House.
* Support over the phone for end users, Hands on Experience for Wireless networks.
* On Site technical support for established networks like Huntington Beach Ocean School district 15 Schools,
* Alhambra Civic Center Alhambra 300 end users Police station 150 end users, Preventive maintenance for Wall-Mart, Sam’s club, TJ Max, Home Goods.

* Maintenance of Software Configurations Windows 2000, desktop and laptop and thin clients, Novel client,
* Citrix Configurations, Microsoft Office Suite, Lotus Smart Suite, and Client Access, Outlook,

**Desktop Support Analyst**

**CDI Business solutions / US Bank, La Mirada, CA Feb 2005 – Sept 2005**

* Supporting an average of 25 calls a day from end user to Resolve Problems that vary from connectivity to
* Specialized application for the Banking Industry.
* DTS response team to assist users across Los Angeles, Orange County and San Fernando Valley.
* Ranging from end user profile computer problems to connectivity, troubleshooting TCP/IP protocol.
* Daily assistance for special configuration, on demand Email support for lotus notes.
* Personal data retrieval. Support of remote users using Dame Ware Mini remote tools by IBM,
* Created on site survey for deployment and upgrades from Windows NT 4.0, to Windows XP
* Accurate survey for reparation for 600 plus end user to be upgraded to windows 2000 windows XP,
* Tested specialized software compatibility.
* Deployment for 600 plus end users across the greater Los Angeles Orange and Ventura counties
* Assisted with the design and implementation of Windows Active Directory extension of 30-day contract to three months.
* Environment: Troubleshoot, Dame Ware, Technical Support, calls, Windows Active Directory, Email.

**Desktop Support Analyst**

**A-Tech / Research and development, RAND Santa Monica, CA Feb 2004 – Jan2005**

* Assisted on the relocation of 800 End Users to a new building.
* Assisted on the preparation for the relocation of the servers to the new building
* Real time end user support during Transition to new building
* Clean up and updated Company Computer Inventory to assure accurate transferring of equipment.
* Support during Migration to windows 2000 Active Directory.
* Installation and configuration of Windows 2003 Server
* Installation and Configuration of the following specialized software packages; Exchange 5.5, Outlook 2000, Microsoft office, Inventory and management software using (CATS) and (CUBS).
* Real time support for 800 End Users that Included Personal Computers as well as Macintosh computer.
* Support for email implementing outlook 2002 for windows-based computers, Audora mail systems for Macintosh
* Environment: Exchange 5.5, Outlook 2000, Microsoft office, Inventory and management software using (CATS), (CUBS), Technical Support, troubleshoot.

**Desktop Support Technician**

**Dutsche Post Global Mail (DHL USA), Carson, CA Feb 2003 - Jan 20004**

* Creation of Information technology department for technical end user Support
* Established and enforced preventive maintenance for personal computers as well as computer-controlled devices.
* Created a local software image to minimize down downtime when problems arrive.
* Enforced Microsoft Outlook as main email toll, (transfer from Netscape, Outlook express, and Aurora to outlook 2000).
* Company Relocation assisted on project planning implementation and rollouts, supervised installation of T1 lines, Telecommunications CAT 6 cables. Supervision of cable installation true out office and warehouse.
* Researched local contractors for camera security systems to be compatible with existing technologies to
* Prevent extra expenditure to ease the Integration to existing network.
* Established preventive maintenance and repair for specialized industrial imaging machinery and printer.
* Created technical logs to be able to trace and solve reoccurring problems as well as to establish a faster turnaround time complete study for the Migration from win95, win98 and Windows NT workstations to windows 2000, Resulting in an 85 % Production boost.
* Environment: Netscape, Outlook express, Aurora, outlook 2000, Technical Support, Troubleshoot, Hardware, win95, win98 and Windows NT, windows 2000.

**Help Desk Support**

**Centis, La Habra, CA Mar 2000 – Jan 2003**

**Responsibilities:**

* Reduced response time for end users on their daily computer problems in the call center area, established preventive Maintenance for Computer located at the office and warehouse areas. Established guidelines for remote technical Support for the Mexico Industrial Plant.
* Production by enforcing the one Contacts-to-Contacts response. Established imaging for end users computers.
* Responsible for call center and corporate end-users. Covered critical early shift for reliable working computers
* Helped over the Phone as well in person. Escalated the decision making of the problem have to be solved
* At Network administration level.
* Helped network administrators for research on software problems, antivirus updates and connectivity problem.
* Responsible for computer Diagnostics and repair interacting with suppliers and vendor for RMA claims
* Warrantees claims or hardware replacement dealing with vendors.
* Software reconfigurations, hardware diagnostics and repair. Responsible for ordering
* Hardware and software including license Compliance as well as keeping preventive inventory up to date.
* Installation and Configuration of software packages from hardware and software requirements
* Such as Exchange 5.0, Outlook 97, Microsoft office, Payroll software support. Operating systems Windows NT
* Windows 95, 98, 2000.windows XP, Vista, 7.
* Solving Connectivity network uses. Support for 150 End users. Performing upgrades to meet demanding software Integration support for Remote Access also supported the end users in Mexico Manufacturing facility.
* Environment: Exchange 5.0, Outlook 97, Microsoft office, Payroll software support, Hardware,
* Technical Support, Call.

**EDUCATION:**

* Associates Degree in Computer Science, Cerritos College, Norwalk, CA
* Certification Windows, Los Angeles, CA, 901120 (Active)
* Hewlett Packard, Compaq Servers,
* Desktop and Laptop tablets service Technician, #000-1247597 (Active)
* A+ United Education Institute.
* Microsoft Certified Solutions Associate
* Network plus Certification
* Bilingual Spanish /English