**Darynell Bell Jr**

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**RELEVANT SKILLS**

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| * Customer Service * Team Building * Communication * Zoom\conferencing\AV * Microsoft Office Suites * Cable Management | * Windows 7&10 Troubleshooting * Software Installation * MacOs Troubleshooting * Print Server Mapping * Ticket Management | * Hardware Installation * Windows Server 2012 * Oracle Virtual Box * Active Directory * Imaging * Remote Support * white glove(onboard) |

**EXPERIENCE**

**Google Astreya,** San Francisco June 2021– Sep 2021

*Tier 1 Desktop Support(Contract 3mo)*

* Provided technical assistance and end user support to onsite and remote users
* Organized asset and accessory returns
* Organized/tracked assets and managed device repairs.

**Planned Parenthood,** Concord, October 2020–January 2021

*Tier 1 Desktop Support(Contract 3mo)*

* Provided technical assistance and end user support to onsite and remote users
* Lead telehealth and remote user set up
* Tracked assets and managed device repairs.

**Clover Health,** San Francisco, July 2019-January 2020

*Tier 1 Desktop Support(Contract 3mo+)*

* Provided technical assistance and end user support to onsite and remote users and manage 10 video conference rooms
* Lead White glove and onboard process as the only IT personnel in San Francisco office location
* Organized/tracked assets and managed device repairs.
* Provided support for on and off site zoom/video conference meeting.

**Trifacta,** San Francisco, April 2019–June 2019

*Tier 1 Desktop Support(Contract)*

* Provided technical assistance and end user support to on site users
* Spearheaded Onboarding and offboarding process by ensuring accounts were provisioned early and deprovisioned in a timely fashion
* Organized and tracked assets

**West Ed,** San Francisco, February 2019–April 2019

*Tier 1 Desktop Support(Contract)*

* Provided technical assistance and end user support to on site users as well as remote users via Slack, Teamviewer and by phone with various tasks, ranging from locked accounts to provisioning and shipping out replacement devices
* Maintained Canon Printers with finishers on 5 floors and made contact with vendors such as ‘Ray Morgan’.
* Provided Zoom support and made sure all conference rooms we running correctly

**Sutter Health Van Ness Campus,** San Francisco, October 2018–February 2019

*IT Deployment(Contract)*

* Managed 9th Floor workstation and printer deployments. Inventoried and Replaced hundreds of old monitors with new equipment, mounted them and managed the cables
* Preformed data migrations for personnel on the 9th floor as well as oversaw application and software deployment on the 9th floor
* Provided technical assistance and end user support for the entirety of the 9th floor upon the go live date

**Lyft(contract),** San Francisco, January 2018–June 2018

*IT Deployment(Contract)*

* Lead team in an Total New Hire Desk Deployments, replaced hundreds of old monitors with newly equipment, allowing allowing us to do an E-waste campaign with the additional old equipment
* Supported Onboarding process by imaging and preparing all New Hire devices for hubs nationwide
* Troubleshoot and Repurposed, old Mac stock for Contractor deployments

**Rodan and Fields,** San Francisco, July 2017–January 2018

*Service Desk Technician Intern*

* Lead team in an asset audit, replaced hundreds of leased monitors with newly owned equipment, allowing finance to free up funds for more technology while reducing spending
* Supported workflow by installing finishers and printers and ensuring this equipment is properly connected to our network
* Responsible for troubleshooting up to 35 zoom conference rooms daily, in order to ensure problems are located, isolated and solved, lowering loss of productivity

**EDUCATION**

**Year Up / Foothill College,** San Francisco, CAMarch 2017 – January 2018

*Year Up is an intensive, competitive technical training and career development program with over 250 corporate partners, graduating thousands of students annually across the nation. The program includes college-level courses, professional training and a six-month internship.*

* Completed coursework in, Network System Admin, IT Helpdesk, Professional Skills, and Business Communications, with specialized training in Network system admin
* Student Ambassadors