**Greg Thompson**

**East Bay Area, California**



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**OBJECTIVE: A LONG-TERM POSITION IN IT SUPPORT / SYSTEMS ADMINISTRATION**

**PROFESSIONAL ABILITIES & EMPLOYMENT HISTORY**

**Extensive experience in computer repair, database design, web page design, software modification, programming, quality assurance and software testing. Specialist in hardware, networks, systems and software, on multiple platforms. Able to assess, address and resolve deadlines, requirements, problematic situations and personnel needs in a timely and professional manner**

**DETAILED EXPERIENCE**

**Desktop Support *Microsoft San Francisco, Ca 7/18 to 2/20***

Troubleshooting and installation of PC and MACINTOSH systems, configuring mobile devices iPhone, Android troubleshooting in person and phone support. Upgrade and training on all software and systems, primary support for an in house user base of 400-500 users

***Environment: Windows 10 Enterprise, OSX through Catalina. Office 365, VPN, Global Protect, Company Portal,***

**IT CONSULTANT  *John Muir 05/18***

Troubleshooting and installation of Windows 7 Enterprise configuring .systems for thin and thick client systems.

***Environment: Windows 7 Enterprise,***

**Help Desk Coordinator *AECOM San Francisco, Ca 01/17 to 10/17***

Troubleshooting and installation of PC and MACINTOSH systems, configuring mobile devices i.e.: cell phones, tablets including iPad, iPhone, as well as other brands, troubleshooting in person and phone support. Upgrade and training on all software and systems, primary support for an in house user base of 250 plus remote support for domestic users as well as employees in foreign offices.

***Environment: Windows 7 Enterprise, Windows 10, Office 10, 2013, 365, Active Directory, SCCM, Bomgar, RDP, Jabber, Cisco, VPN, Service Now, Yosemite, El C***

**Support Administrator *Williams Sonoma 09/15 to 3/16***

Supported users Supporting Windows 7, Office 2007-365, Yosemite, Active Directory, Imaging and implementation of PC systems, Installing and configuring Avaya VOIP phones, backup and remote support for locations using LANDesk using Service Now for tickets creation of database for asset maintenance. Set-up and configuration of mobile devices i.e.: cell phones, tablets including IPad, IPhone, Samsung and Kindle as well as other brands. Migration of Office 2007 and 2010 to 365 upgrading users in the exchange server.

***Environment: Windows, Office 2007-365, Yosemite, SQL, Proxy, Server 2002-2013, VMware, PGP, Lotus, SCCM, Cisco Connect***

**Information Technology Solutions Division *Axygen Union City / Corning Palo Alto 09/14 to 3/15***

Supported two sites supporting Windows 7, Office 2003-365, Yosemite, Active Directory, Imaging and implementation of PC and MACINTOSH systems, Installing and configuring Cisco Rack Mounted Systems, Blade replacement / refresh, configuring Cisco VOIP phones, backup and remote support for locations using Service Now for tickets and Remedy for asset maintenance. Set-up and configuration of mobile devices i.e.: cell phones, tablets including IPad, IPhone, Samsung and Kindle as well as other brands. Migration of Office 2007 and 2010 to 365 upgrading users in the exchange server. ***Environment: Windows, Office 2007-365, JAMF Casper, Yosemite, SQL, Proxy, Server 2002-2013, VMware. Dameware, Cisco Connect, Lynx***

**Systems Specialist / Contract Employee *ATR El Cerrito, Ca. 09/12 to 9/14***

System installs of Windows XP, Windows 7, Office Design and implementation of custom database systems using Filemaker for personal, small and medium businesses, repair, servicing, networking of PC and MACINTOSH systems)

***Environment: Windows, OS 10.5-10.6.4, 3270 Emulation, Lotus Notes, Office, Remedy, ColdFusion, SQL, Proxy Master, ARD, JAMF Casper, Filemaker 10 -12 including Server, 2003 Server, HTML, Java, C programming***

**Network Administration *San Mateo School District San Mateo, California 07/12/ to 9/12***

Backed up data from Novell servers to transfer data to Active Directory servers, created users in AD, joined computers to the new AD domain, transferred local settings and data, Blade install / replacement,aided users in understanding the new systems, created users, groups and passwords.***Environment: Windows XP, Windows 7, Windows Server 2008 r2, Cisco Connect, SCCM***

**Field Support Technician *UCSF Medical Center San Francisco, California 04/12 to 7/12***

Responded to tickets issued by ServiceNow and IT help desk as well as nursing staff. Hardware and software as well as peripherals such as tap and go badge scanners, handheld scanners, printers, network connectivity, Imaging of systems using Microsoft Management Console, remote control using Gencontrol.

***Environment: Windows XP, 3270 Emulation, Office, Cisco Vpn, Exchange Server, Dolphin Scanners***

**Systems Tech *DemandForce San Francisco, California 01/12 to 02/12***

Custom installs of computer systems, custom builds for remote locations, support of local and remote users, VPN issues as well as browser issues.

***Environment: Windows 7, OS 10.5-10.6.4, 3270 Emulation, Office, Cisco Com, Service Now, Salesforce***

**Desktop Support Engineer *Lucy Corporate HQ Alameda California 2/11 to9/11***

Custom installs of computer systems, custom builds for remote locations, support of local and remote users, Lotus Notes and VPN issues as well as browser issues and configuration and Active Directory, password issues. Programming in ColdFusion and SQL for support applications for handheld devices as well as desktops. Tape backups, documentation and training of users. JAMF Casper for MAC was used for inventory, imaging, software distribution and remote control

***Environment: Windows XP PRO, OS 10.5-10.6.4, 3270 Emulation, Lotus Notes, Office, Remedy, ColdFusion, SQL, Proxy Master ARD, JAMF Casper, Blackberry, Cisco Connect***

**Info Systems Tech *Kaiser, Oakland California 8/10 to 2/11***

Custom builds of laptops for the laptop refresh project. Supplying over 700 laptops to the physicians at the Oakland, Richmond and Pinole locations. Training of doctors in the use of new laptops and applications, logging of information into self-custom created spreadsheets, as well as remedy, Creation of pivot tables, lookups in excel

***Environment: Windows XP PRO 3270 Emulation, Lotus Notes, Office, Remedy, Dragon 10.0, Attachmate!***

**Systems Specialist / Contract Employee *Private Contractor El Cerrito, Ca. 10/08 to /1/10***

System installs of Windows 95, 98, 2K and XP, Vista, Windows 7, Office 97, 2000, 2002, 2003, and 2007. Design and implementation of custom database systems using Filemaker, Dbase IV for personal, small and medium businesses, repair and servicing of PC hardware

***Environment: Windows 95, 98, NT Workstation & Server, XP PRO (all versions), Vista (32-64 bit), Windows 7, MAC OS Filemaker 6.0 – 9.0, 3270 Emulation, Novell, MS Office 2003-2007, Exchange, Dbase, HTML***

**Technical Support *Chevron Corp. San Ramon Ca. 9/08 to 10/08***

Installation of new computer systems with Gil3 Image (Custom image based on Vista Enterprise, Office 2007), performed back up of clients’ systems prior to replacing units. Performed restore of systems from back-up, configured Outlook for new installs, instructed staff in uses of hardware and software. Scheduling of appointments for customer at various sites, mapping drives and printers for customer use, configured printers, troubleshooting issues both arising from installs as well as ongoing issues, Aided in log- in issues and user name / password issues.

***Environment: Windows XP, Vista Enterprise, Office 2007, MAC OSX (Leopard), BlackBerry***

**Technical Support *ACS Solano County 04/08 to 6/08***

Installation of new computer systems with ghost images (Win2000, XP Pro), performed back up of client’s systems prior to replacing units. Performed restore of systems from back-up, configured Outlook for new installs, instructed staff in uses of hardware and software. Scheduling of appointments for customer at various sites, inserting new machines into the domain, mapping drives and printers for customer use, configured printers, troubleshooting issues both arising from installs as well as ongoing issues, Aided in log- in issues and user name / password issues.

***Environment: Windows 2000, XP, Office 2003-2007, Outlook 2000-2007, Ghost, Security issues, Active Director, MAC OSX (Leopard)***

**Technical Support *ATR Computer Services El Cerrito, Ca. 05/07 to 04/08***

Design and implementation of custom database systems using Filemaker, Dbase for personal, small and medium businesses, repair and servicing of PC hardware. Configure Outlook, Exchange, upgrades to Windows operating systems, and Microsoft Office, TCP/IP and connectivity issues for Intranet and Internet. Coding in JavaScript, HTML.

***Environment: Windows 95, 98, NT Workstation & Server, XP PRO, Filemaker 6.0 – 9.0, 3270 Emulation, Novell, MS Office, Exchange, Dbase, MAC OSX (Leopard)***

**Technical Support *San Francisco Airport 02/06 to 05/07***

Provided computer services for customer hardware and software systems. This included system installs of Windows 95, 98, 2K and XP, Office 97, 2000, 2002 and 2003. As well as airport specific applications. Novell installations and configuration, Outlook set-ups, Infoconnect installations. Troubleshooting of connectivity issues, WEB issues, and hardware issues. Repair and installation of computers, printers, LAN connections.

***Environment: Windows 95, 98, NT Workstation, XP PRO, Filemaker, 3270 Emulation, Novell, MS Office, MAC OSX 10.1, Blackberry***

**Technical Support                                                              *John Muir Hospital                                           09/04 to 09/04***

**Technical Support                                                               *ADK Computer Richmond Ca. 08/02 to 07/04***

**EDUCATION**

Associate Computer Science, Technical Training Center Campbell Ca

Associate Computer Electronics, Laney College Oakland Ca

Specialized training in Database construction and design, Microsoft training ongoing,