ERROL VAN MOORE JR.

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2751 Frazier Ave. Oakland, Ca. 94605

OBJECTIVE:

To utilize my experience and expertise in a new and interesting position with a growing company. My main objective is to be the kind of employee in which companies are built from. Priding myself with organizational skills, focus, preparation, and creativity I am an instant asset to any company bar none.

EXPERIENCE:

7/24/2019 – 5/04/2020 UPS Richmond, Ca.

(Contract) TSG Support Technician

Provided full onsite technical support for UPS North Bay Hub, maintained and supported over 500 workstations and 200 plus users in an automated package facility. Performed remote FHA’s (Facility Health Assessments) for the district. Responsible for annual hardware refresh and PCLC desktop deployment, windows rebuilds (WIPS) and application data migration for all PCs, Macs and Server Equipment. Managed and maintained equipment exchange and recording inventory controls, software / hardware installations and program updates, troubleshooting and problem resolution on all microcomputers, laptops, printers, network equipment, RF units, and Telecommunication systems. Monitored and administered multiple servers throughout the UPS regions and districts. Deskside support and problem solving, research and analysis as needed to resolve and meet customer SLA

4/8/2019 – 7/20/2019 Ross Corp Dublin, Ca.

(Contract) Desktop Support Analyst Level II

Diagnose and resolve unique and recurring problems associated with POS application software and operating systems; determined the source of problems and classify their level, priority and nature.  
Configure, deploy, maintain, troubleshoot and remote support computer workstations, laptops, access points, switches, servers, routers, printers, mobile devices, phones and other computer and telecommunications equipment. Installation and support of POS systems, PC's, laptops, tablets, bar code scanners, debit readers and mobile hardware and software. Created alternative methods of completing tasks, correcting user errors and system inconsistencies

4/9/2018 – 11/4/18 American CyberSystems Inc\UPS Richmond, Ca.

(Contract) TSG Support Technician

Provided support activities in a variety of assigned. Performed equipment exchange and recording inventory controls, software / hardware installations and program updates, troubleshooting and problem resolution on all microcomputers, laptops, printers, RF units, and Telecommunication systems. Monitored and administered multiple servers throughout the UPS regions and districts. Performed remote FHA’s (Facility Health Assessments) for all of Northern California. Problem solving, research and analysis as needed to resolve an meet the task and SLA.

11/2006 – 1/4/2018 NCR Corp. Duluth, GA.

Customer Engineer II

Field technician and Desktop Support for all clients, responsible for on-site and/or remote installation, implementation, maintenance, troubleshooting and/or repair of desktops, notebooks, printers, and associated peripherals. White glove and red carpet support, Served as company liaison with customer on administrative and technical matters, Provided technical support and incident management field support functions, reviewed and troubleshoot for operational quality desktops, notebooks, printers, and associated peripherals (Windows 7, 10 and Mac OS) - Installs, maintains and optimizes desktop /notebook configurations at customer sites (Windows 7, 10 and Mac OS) - Diagnoses and resolves product performance problems, Wi-Fi, printers - Performs maintenance and repair services (basic break fix for printers, desktops, laptops.), Instruct customers in the operation and maintenance of basic Windows/Mac OS, POS systems, Self Check-Out and other retail services equipment.

12/2005 - 02/10/2006 Bank of America Concord, CA.

Customer Service Rep. II (Associate)

Primary point of contact for assisting back-to-back incoming customer calls. Delivery of high level service through identifying relationship opportunities, matching appropriate products to customers needs, performing account maintenance inquiries and migrating customers to alternative banking methods. Investigation and resolution of complex issues while providing accurate information on consumer bank products.

8/2005 - 11/2005 Kaiser Permanente\KPIT Walnut Creek, CA.

(Contract) Desktop Support PC building, setup, troubleshooting and repair, rack mounting of systems, and network hardware setup.

11/1999 - 9/17/2004 SBC Sacramento, CA.

Company Telecommunications Technician

Installation, maintenance, diagnosis and repair of telecommunications equipment and telephony facilities. Installation and repair of DSL Voice and Data circuits. T1 connectivity, and Computer installations and upgrade. Duties included: Customer contacts on a day-to-day operation andrespond to all customer trouble calls and inquiries within customer call center, generating and coordinating SORD orders and data communications installations and changes. Isolating troubles from corporate communication, field support, users, and other data processing center groups. Placing of copper, coaxial inside wire and fiber optics cable to customer NID.

EDUCATION:

06/1996 BUSINESS TRAINING AND TECHNOLOGY INSTITUTE Sacramento, CA.

Certification - CompTIA A+ certification -Digital and Electronics program

-PC installation and repair training for all micro systems.

03/1995 Laney College US-CA-Oakland

Some College Coursework Completed

Sociology, and Theater Arts

06/1994 Florin High US-CA-Sacramento

High School or equivalent

H.S. Diploma\ General Education Courses

REFERENCES:

Available upon request