**Benjamin Mislang**

**583 Jasmine Way**

**San Leandro, CA 94578**

**bmislang@yahoo.com**

**Summary**

* An IT support and helpdesk technician versed in related of IT needs.
* Troubleshoot, test, and resolve complex end-user technical issues/problems, ranging from software (Windows and Macintosh) and hardware (laptop, desktop, accessories, etc.)
* Provide desktop/laptop/tablet support for internal customers including system imaging, configuration, maintenance, troubleshooting, repairing, and resolving hardware/software and network issues on computer systems
* Supported and maintained 600+ users in a Windows and Macintosh environment
* Diagnosed and resolved networking problems encountered by users
* Resourceful support professional with a strong customer service attitude; methodical problem solving approach with an aptitude for learning; capable of multi-tasking and remaining flexible to accommodate changing business needs; able to interact with both technical and non-technical individuals at various organizational levels; able to work with teams and individually.

**Education**

Associate Degree in Applied Science in Computer Technology, Heald College School of Technology, Hayward, CA, 2000 [Completed]

**Training**

* Microsoft Network Specialist Certification Preparation Program (10.9 units) from University of California Berkeley Extension, Oakland, CA
* A+ Certified Professional (CompTIA), MS DOS / Win95 Certification, MCP Windows 2000 Workstation
* Courses, conferences, and certificates in Customer Service, Virtualization (VMware), and the Microsoft MCSE series from Elsevier MDL, Unitek, VMware, Quick Start, Global Knowledge

**Skills**

* Microsoft Windows client and strong skills in VMware virtualization, Microsoft Office Suite
* Computer server/desktop/laptop/tablet hardware and software troubleshooting, basic networking (TCP/IP, DHCP)
* Experience with service desk ticketing systems (RT, Service-Now)

**Professional Experience**

**RMS, Newark, CA, Desktop Support, February 2014 – Present**

* Create, maintain, and image desktop and laptop using SCCM and image Macintosh laptop using JAMF
* Configure VOIP phones using CUCM and voicemail using Cisco Unity
* Evaluate, test, patch, and upgrade OS, desktop apps, malware definition
* Troubleshoot, test, and resolve complex end-user technical issues/problems, ranging from software (Windows and Macintosh) and hardware (laptop, desktop, accessories, etc.)
* Work collaboratively with users to understand requirements and provide desk side support
* Maintained printer server and network printers
* Install MS SQL Server applications on Windows 10 desktops
* Supported end-user via end-person, phone and virtual system and prioritized VIP tickets
* Configured workstations for company meetings; travelled to user conference and to set up computer environments and provide first line of support.
* Administer user accounts using Microsoft Active Directory
* Diagnosed and troubleshoot hardware, software and network issues
* Provide new hire and contractor’s IT orientation.

**Accelrys, Inc., San Ramon, CA, Desktop Administrator, Oct 2010 – Dec 2013**

* Monitored, and maintained virtualization farm utilizing VMware technologies including clustering, High Availability (HA), Distributed Resource Scheduler (DRS), VMware View, VMware roles and permissions, templates, P2V conversions, VMware alerts, patch management via VMware Update Manager, provision storage LUNs utilizing SAN and NFS platforms
* Provided L1 production support for over 1,400 VMware virtual machines and maintained VMware virtual datacenter
* Provided desktop/laptop/tablet support for internal customers including system imaging, configuration, maintenance, troubleshooting, repairing, and resolving hardware/software issues on computer systems
* Provided first line of support for in house services related to VOIP phones (Cisco), Video Conferencing (Cisco)
* Communicate system problems or scheduled down times to customers via established methods (email, message boards, live feed)
* Contact service vendors to schedule service repairs as needed

**Symyx Technologies, San Ramon, CA, Desktop Administrator, Aug 2007 - Oct 2010**

* Provided 1st level technical support to internal customers on hardware and software issues in a predominantly Microsoft environment.
* Duties included: configuring/maintaining/supporting all desktop workstations, providing assistance and support for personnel computers and network systems by troubleshooting hardware/software problems, conducting informal training on network/software issues
* Configured, maintained, and ensured continued operation of network printers

**Elsevier MDL, San Leandro, CA, Desktop Administrator, 1998 - 2007**

* Supported and maintained 400+ users in a Windows NT 4.0, Windows 2000 and Windows 2003 environment
* Configured workstations and servers for company tradeshows; travelled to tradeshows and to set up computer environments and provide first line of support
* Configured, installed, diagnosed, repaired workstations and servers
* Installed print servers and configured approximately 80 network printers using AppleTalk, Jet Direct, and TCP/IP protocols
* Installed necessary drivers and diagnosed software related problems
* Diagnosed and resolved networking problems encountered by users
* Provided resolution direction, support, training and guidance for Help Desk staff

**Oracle Corporation, Redwood City, CA, Junior Systems Administrator, 1997 - 1998**

* Supported and maintained 500+ end user desktops and laptops.
* Responsible for all hardware and software installations
* Configured new Servers, Desktops and Laptops on Windows NT Server and Workstation 4.0, Win95, Win98 and Windows 2000 Professional, Server and Advance Server
* Installed, upgraded, configured, maintained, and repaired PCs

**Trigem America, Fremont, CA. Production technician, 1992 - 1997**

* Repaired failed desktops at assembly line
* Assisted and trained assemblers for proper assemble of desktop computer.