**Jeff Reinstein**

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**OBJECTIVE Desktop Support Tier I & II**

A dedicated individual looking to utilize existing skills, knowledge and abilities with a strong desire to further develop and growth contributing to the innovation and success of a business.

Effective and reliable team player assisting both local employee and remote site users supporting technical system administration and services, installation, troubleshooting, repair and configuration of software and hardware, servers, and interfaces.

**SKILLS**

Operating Systems

• Server 2008

• Server 2016

Software Support

• MS Outlook 2010, 2013,2016

• Acronis True Image

• Office 365

• Service Now-Ticketing, Asset Management

• Remedy Ticketing system

• Fresh Desk ticketing system

• Video Conferencing Software/hardware

Desktop Platforms

• Windows 7

• Windows 10

Server Implementation

• DHCP

• DNS

• MS Exchange 365

• Active Directory

• Windows Backup

• VPN

Computer Hardware Support

• HP

• Lenovo

• Dell

**CERTIFICATIONS:** Currently working on CCNA

**WORK EXPERIENCE**

**Robert Half**  **March 16th 2020 May1st 2020**

5720 Stoneridge Drive, Pleasanton, CA.

Responsibilities:

I am part of a team that is imaging laptops for Robert Half employees so they can work from home. We image the machines and then get them prepped and ready to be shipped out to the users. We create the shipping labels and box up the laptops to be shipped out.

Our main responsibility is the imaging and configuring of the laptops.

**Tier II Technician**

Calpine

3003 Oak Road Suite 400, C.A 94597 May 13th  2019 – December 27th,2019

Technician responsible for the support of 50 users including some of the firm’s legal, HR and Facilities teams. I work closely with the site’s office manager to ensure that IT policies and procedures are being followed and users’ needs are being met.

• Support of all users ranging from issues regarding low disk space, Outlook functionality, various Calpine related software, office phone support and setup, ticketing Through Service Now, Network printers.

• Video Conferencing setup. Most of the VC rooms utilize a Web Ex console. The VC itself will automatically sync when the conference is set to start. The smaller VC room utilizes the same equipment.

• Asset Management of all site-based laptops and desktops for the purpose of refreshes, assignment to users. lease management and tracking of computers availability at other locations.

• New Hires. We build out the new hire laptops/desktops depending on the needs of the user. This goes for the phone account as well.

• Daily monitoring of the Service Now ticketing system for both Incident tickets and work orders to be processed. Any Unassigned tickets we distribute amongst the team for processing.

• I assist in the process of all work orders that are submitted for equipment. Once the order has been approved, I am responsible for sending the ticket to our ordering team for completion

• Responsible for maintaining the stock levels of printer paper, inks, IT equipment such as docking stations, keyboard/mice, flash drives, power adapte4rs. I submit replenishment orders when necessary.

• Responsible for the return of company equipment, equipment on legal holds.

Grant Thornton

101 California Street, San Francisco, CA 94111 February 15th  2015 -May 3rd  2019

Technician responsible for the support of 150 users including some of the firm’s partners. I work closely with the site’s office manager to ensure that policies are up to date and followed according to company guidelines.

• Support of all users ranging from issues regarding low disk space, Outlook, functionality with GT related software, office phone support and setup, ticketing and work orders.

• Video Conferencing setup. Most of the VC rooms utilize a touch pad device that I use to configure the room to be ready for a scheduled VC. The VC itself will automatically sync when the conference is set to start. The smaller VC rooms utilize a portable VC unit with a TV and remote control to configure for the room.

• Asset Management of all laptops and desktops for the purpose of refreshes, assignment to users, lease management and tracking of computer availability at other locations.

• Refreshes. GT leases it’s computers from Lenovo on a 2-year term. When the lease is nearing its term end, I am sent new machines to process any current refreshes for the month based on the updated information in Service Now Asset Management tool.

• New Hires. I am given all new hire information from the HR manager which I then use to setup the new hires machine with. This includes imaging of the machine, running the proper build script based online of business (Tax, Audit, Administration). This will determine what software gets installed on the machine for them.

• Daily monitoring of the Remedy ticketing system for both Incident tickets and work orders to be processed.

• I assist in the process of all work orders that are submitted for equipment. Once the order has been approved, I am responsible for sending the ticket our ordering team for completion

Siemens Building Technologies

25821 Industrial Blvd, Hayward, CA 94545 March 21st, 2015 - February 13th, 2016.

Technician responsible for the support of all users running the Windows 7 environment covering a wide range of responsibilities such as

• Processing tickets through the Alliance ticketing application

• Troubleshooting and resolving issues related to Outlook and IE

• Re-imaging of computers including user profile setup and hard drive encryption

• NetPro administrative duties including bit locker recovery, granting local Admin rights, assigning user ownership to a machine, creation of imaging tasks, resetting passwords.

• Assisting in relocation of user’s equipment from one space to the other

• Expansion of users displays using the Iogear USB external video cards

• Maintenance of the users HDD in terms of disk space and functionality of the OS

• Assisting our users with PKI and URA(VPN) issues and connectivity

• Responsible for taking care of warranty issues related to the user’s machines and setting up repair visits

• Mapping of Network Drives and Printers

Siemens Medical Solutions

685 E Middlefield Road, Mountain View, CA March 21st, 2015- February 13th, 2016

For this site I was the support technician to the lead. I help share the responsibility of tasks and tickets with the lead. I’m also brought in to help assist with special on-site projects.

• Processing tickets through the Alliance ticketing application

• Troubleshooting and resolving issues related to Outlook and IE

• Re-imaging of computers including user profile setup and hard drive encryption

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Health Informatics Society Australia, North Melbourne, VIC June 2011 - April 2nd, 2015

Responsibilities were to ensure all end users systems operating integrity, administration and maintenance to include:

• Daily monitoring of servers and activity

• Creation of VPN accounts on the wireless server

• Creation of VPN profile connection on the Client machines

• Creation/removal of user accounts in AD

• Creation/removal of mailboxes in Exchange

• Handling of IT ticket requests through OS ticket system

• Creation/Re-distribution of user email aliases

• Exporting of Outlook mailboxes

• Creating Outlook Profiles

• Identify/Determine Requirements for Hardware Configurations

• Completed and managed hardware/software placement orders

**IT Internship**

Triplesec Security, Australia, North Melbourne, VIC March2011 - June 2011

Participated in ongoing training and development expanding overall job responsibilities creating a specific job position. Worked closely with IT Director performing various administrative, maintenance and user account management duties. Performed in a virtual environment to include working within the SBS server 2008 system specifically dealing with AD, MS Exchange and server maintenance.