**Guillermo Garza**

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**PROFESSIONAL SKILLS**

* Windows Server
* Office 365
* Active Directory
* GlobalProtect VPN
* VoIP Allworx
* HTML
* ITIL 4 Foundation

**PROFESSIONAL EXPERIENCE**

**Sapphos Environmental (8/2018 – Present)**

**Technical Analyst II**

* Strong working knowledge on install, configure, & troubleshoot internal & external workstation and laptops with OS Windows 7, 10, Mac’s, VOIP, Servers 2003-2016, Active Directory and basic networking experience with router and switches.
* Provide assistances to 50+ users, and diagnosing troubleshooting and resolving client issues through phone, email, remote desktop, or side to side.
* Provide preventative maintenance and administration functions to user and workstation, set up in Active Directory, Group Policy, TCP/IP, DNS, DHCP, Server files, NAS Server.
* Setting up new users/train with equipment, email, user and training them on how to use them according to the company’s policy
* Mapping network to users by scripts or manually to authorize users to network according to client policy.
* Monitor and provide updates to servers Windows 2003-2016 and backups and GlobalProtect VPN.
* Installed, troubleshoot and schedule maintains to printers and software (PaperCut) provide print reports.
* Administrate, troubleshoot, and update Office 365, ArcGIS and GlobalProtect VPN and firewall.
* Provide monthly reports from IT inventory and make purchase from software suppliers.

**Teleperformance (2/2016 – 7/2018)**

**Tech Support Tier II**

* Responsible for the agents can use computer, printers, and equipment in a proper way via phone/ sending replacement if the equipment was no longer working properly.
* Configuration and management workstation and laptops according to client policy.
* Troubleshooting and resolving hardware, software, and network issues via phone with printers, TCP/IP, DNS and DHCP.
* Document every step that we provide to the agent.
* Provide daily reports to supervisor.

**WSP (2/2013 – 1/2016)**

**SAP ABAP Developer**

* Programming in Objective Oriented working in three types of models, MM, SD and FI.
* Implementing ALV (Objective Grind), Interfaces, Migration of product environment, Proxy implementation.
* Make your own test on each program to ensure is working properly and document it.
* Always finishing the projects without exiting deadline.