***PROFESSIONAL SUMMARY***

*20+ years of computer software and hardware troubleshooting, network setup, wireless network setup, education experience equivalent to A+ certification, computer lab technician, and help desk for a fortune 500 company; knowledgeable with Windows 10, 7, and Windows XP, remote desktop, network printer installations.*

***QUALIFICATION***

* *Advance user of Microsoft Outlooks, Excel, Word, PowerPoint*
* *Experienced with most Windows versions.*
* *Knowledgeable of Domain, Active Directory-user permission and user account creation, exchange email, Office 365, and print drivers.*
* *Workstation Policies and Procedures*
* *Network Deployment Projects*
* *All types of migration initiatives*
* *Desktop\Laptop Imaging projects*

***PROFESSIONAL EXPERIENCE***

***Help Desk Support, (Modis - Fluke) Everett, WA***  *02/08/2016 – 11/18/2020*

* *This was a high visibility role wherein we were providing support to President, CEO's and high-level executives. Professionalism, strong technical skills, and excellent customer services required.*
* *Serve as the IT department's central point of contact for all employee and vendor hardware or software issues, and IT service requests.*
* *Maintain a broad understanding of the IT organization*
* *Provide tier 1 and some tier 2 technical assistance and support for incoming queries and issues related to IT systems, following documented troubleshooting procedures*
* *Respond to all high severity incidents, following established procedures*
* *Analyze and respond to service requests for hardware, software, and user accounts following defined processes and documented requirements*
* *Administer approved access for user accounts and apply security policies for employees and vendors in Active Directory and other systems*
* *Install computer software on production desktop devices*
* *Develop technical knowledge base articles and keep the knowledge base current*
* *Established imaging lab for Everett site.*
* *Mentor and train team members*
* *Collaborate with other teams on projects or special assignments as assigned*
* *Other duties as assigned*
* *Lead for the Dell Lease Program*

***IT Analyst, Columbia Legal Services, Seattle, WA***  *08/07/2006 – 02/28/2015*

*Serve as the IT department's central point of contact for all employee and vendor hardware or software issues, questions and IT service requests, providing outstanding customer service.*

* *Maintain a broad understanding of the IT organization*
* *Provide technical assistance and support for incoming queries and issues related to IT systems, following documented troubleshooting procedures*
* *Respond to all high severity incidents, following established procedures*
* *Analyze and respond to service requests for hardware, software, and user accounts following defined processes and documented requirements*
* *Administer approved access for user accounts and apply security policies for employees and vendors in Active Directory and other systems*
* *Install computer software on production desktop devices*
* *Develop technical knowledge base articles and keep the knowledge base current*
* *Respond to audit requests*
* *Mentor and train team members*
* *Collaborate with other teams on projects or special assignments as assigned*
* *Other duties as assigned*
* *Supported a total of 6 offices in Washington.*
* *Installed operating systems and window’s updates.*
* *Help Desk – Desktop - Network support*
* *Domain Admin*
* *Configure PC’s, laptops, servers, Installation, maintenance, and troubleshooting*
* *Remote computing / virtual private network solutions,* Spiceworks
* *PC's, and printer’s additions and relocation*
* *Data backups and recovery (Mozy Pro, BackupExec 2012)*
* *Symantec Antivirus*
* *Ghost*
* *Wireless networking*

***Desktop Support Technician, Verizon Wireless - API****,* ***Bellevue, WA*** *O6/04/2001 – 7/06/2006*

* *Troubleshoot network and desktop unit problems for a corporation with more than 700 systems.*
* *Formatted and wiped security sensitive information and create ghost copies.*
* *Data recovery.*
* *Prepared diagnostic report and ship broken laptop back to manufacture for defective replacements.*

***EDUCATION***

*Strategy Technical Training, Bellevue, WA*

*Computer Services & Network Technician, Lake Washington Vocational College Kirkland, WA*

*Clinical and Health Care Administration, George Washington University, San Diego, CA*