**Antonia Taylor**

**1940 E Wilson Ave**

**Orange, CA 92867**

**323-714-7439**

**PROFESSIONAL EXPERIENCE:**

**New American Funding 04/2020-07/2020**

**Help Desk Technician**

* Assist with VPN connect with Cisco connect and Global Protect
* Assist with troubleshoot WFH user with Teamviewer and Fast support
* Assist update WSL Banklines and windows software
* Reset and unlock user account via Active directory
* Troubleshoot Outlook and One drive
* Encompass and Bankerview troubleshoot
* Assist with troubleshoot adobe products
* Interaction Desktop and Interaction Administrator troubleshooting
* Freevoice and SIP Soft phone troubleshooting
* Microsoft team and skype troubleshooting

**HOPE Hospital 02/2020- 04/2020**

**Help Desk Engineer**

* Assist with users with password unlock, reset, monitoring AD Audits
* Assist remote users with Duo second authentication and SecureMail
* Assist with Dell Security Bitlocker Encryption
* Asist users with Cisco Any Connect
* Assist remote user with Epic calls or escalation
* Assist remote user with Altiris management issues
* Assist with printer drive mapping
* Using AD to assist with client's activation and termination
* Assist with Microsoft and Adobe Products

**Harry Norman 09/2019- 01/2020 Help Desk Analyst**

* Assist end user with troubleshooting techniques
* Remote access via remote desktop, dameware, TeamViewer
* Documenting and tracking via Spiceworks
* Configuration for Mitel phone system
* Assist with Active directory
* Operating with Microsoft Azure
* Account and email setup
* Password reset and unlock
* Adobe creations troubleshooting
* Erasing computers and laptops
* Imaging computers and laptops
* Network connectivity
* Internet and printer connectivity
* Computer and laptop configuration
* Inventory and hardware wipe
* Mac and windows configuration
* iPhone and Android

**American Automobile Association 09/2018 –04/2019**

**Help desk Analyst**

* Accepted incoming calls
* Experience in a high-volume call center environment supporting employees.
* Assisted on getting access to windows, programs, and 3 party programs.
* Providing access through active directory
* Provided password reset
* Managed ticketing Tech-connect ticketing system
* Escalated tickets to a different department by bucket list and notating the tickets.
* Remoting into computers to provide access with work station setup.
* Provided an updated certificate for outdated websites.
* Window credential clean up

**Taco Bell 11/2017 – 03/2018**

**Help desk Analyst**

* Answered inbound calls from restaurant staff
* Operated dual screen monitors
* Excel and word documentation for reference
* Ticketing system salesforces
* Troubleshoot showstoppers and updating the database
* Troubleshooting emails, certificates, web browsers, and firewalls
* Troubleshooting application such as delegate, cash office management, talent reef, word document, outlook, Sales, inventory, schedules
* Troubleshooting networks such as VPN, DNS, FTP, LAN, WLAN, WAN, DHCP, remote connection, command prompt, Cygwin, secure websites, active directory, infrastructure tool, cisco jabber, skype
* Troubleshooting back of house computer, printer, fax, and telephone
* Troubleshoot switch, wire connection, routers, and modem
* Operate timer tracker on DT, point of sell system, registers, hard drive, credit card machine, and mobile orders.

**McGraw-Hill 03/2017 – 10/2017**  
  
**Help Desk Tier I**

* Maintained supervision and program structure
* Knowledge of company's products and policies
* Answered phone calls on technical issues
* Created tickets for system bugs
* Walked customers through step by step to resolve technical issues.
* Shared screen application to access customers
* Operated dual screen monitors and prepared email resolutions

**Apple 10/2016 – 02/2017**  
  
**Apple IOS Technical Support**

* Answered incoming calls
* Knowledge of company products
* Resolved customers technical issues
* Evaluated multiply technical issues
* Educated customers on easy problem-solving method
* Educated customers about apple policies and products

**DIRECTV**  **05/2014 – 10/2016**  
  
**Team Leader/Technical Representative**

* Learned the software and production
* Engaged with customers wants and needs
* Greeted customers
* Evaluated customers problems and provided a solution
* Sold the company’s products
* Educated employees about problem solving and company’s policies
* Monitored employee’s interaction with customers
* Trained a team of 8 employees to meet the company’s expectations
* Received payments and documenting the call log to reduce call flow
* Handled supervisor calls
* Assisted with technical issues as necessary

**Education:**

University of Phoenix 2015  
  
A.A. in Human Service Management   
  
West Lake High School 2008  
  
High School Diploma