**Billy Duarte**

**Education/Certifications**

UEI College 6/2012

Van Nuys, California

Computer System Technician – AA Degree & A+ certification

North Valley Occupational Center 6/2010

North Hills, California

Certificate in Computer Fundamentals

John H. Francis Polytechnic High School 6/2008

Sun Valley, CA

High School Diploma

**EXPERIENCE**

**Key Sight - Calabasas February 12,2020 – May1,2020**

**IT Specialist II**

* Led Windows 7 migration to windows 10
* Created new Active Directory accounts for user, setting up passwords, and unlocking their accounts.
* Supported 10 departments by setting up their printers and providing onsite as well as remote end user support.
* Rebuilt end-user email profiles in Exchange & Outlook as well as set up email accounts for over 500 end users.
* Installed O365 for 500+ users
* Cleared 50 tickets per week using Service Now ticketing system

**Environment:** Windows 7-10, Active Directory, O365, MS Exchange, MS Outlook, Service Now, HP/Cannon/Zerox Printers

**Motion Picture & Television Fund - Woodland Hills August 20,2019 – December 6,2019**

**IT specialist II**

* Migrated over 1,000 users from Windows 7 to Windows 10
* Used Active Directory to create new user accounts, set up passwords as well as unlocked accounts when necessary.
* Supported over 1K users within 20 multi-site departments which include: hospital, pharmacy, administration, nursing staff, accounting, finance, HR, grounds, medical staff, security, payroll, and more.
* Rebuilt end-user email profiles in Exchange & Outlook as well as set up email accounts for over 1K end users.
* Used Snow ticketing systems and Hp management to clear 15 tickets per day
* Migrated from Outlook to O365
* Software installations included: O365, Outlook, Microsoft Excel, MS PP

**Environment:** Windows 7-10, Active Directory, O365, MS Exchange, MS Outlook, Snow & HP Management ticketing system, HP/Cannon Printers

**Providence - Santa Monica April 1, 2019 – August 20, 2019**

**IT Specialist**

* Supported over 1K users within multiple sites around Los Angeles County.
* Created new Active Directory accounts for user, setting up passwords, and unlocking their accounts.
* Rebuilt end-user email profiles in Exchange & Outlook as well as set up email accounts for over 1K end users.
* Used troubleshooting skills to isolate and diagnose computer and/or printer issues and fix them or escalate when needed.
* Provided end-users with technical support; respond to needs and questions of users concerning their access of network resources and more.
* Set up companywide O365 emailing system
* Installed Outlook, MS Excel and MS PP

**Quest Diagnostics,Valencia August 2017 – January 2019**

**Helpdesk**

* Helping new user created their accounts and giving them access to the following software, (Triple G, Focus).
* Helping existing user unlock their accounts and resetting their password when Account password is expired.
* Worked with different departments on setting up their printers through the network and remotely.
* Helping user rebuilt their email profiles and setting up their emails account and make sure it was working successful.
* Manage HP ticketing system taking care of incoming tickets and make sure tickets go to the correct department.

**Turner Techtronic - Burbank**  **April 2016 – August 2017**

**Helpdesk**

* Creating new account for user setting up password and unlocking their accounts.
* Worked with different departments on setting up their printers through the network and remotely.
* Helping user rebuilt their email profiles and setting up their emails account and make sure it was working successful
* Perform and troubleshoot to isolate and diagnose common computer/printer
* Provide users with technical support; respond to needs and questions of users concerning their access of network resources

**Bright Stars Schools – Los Angeles Summer 2015/16**

**Helpdesk Assistant**

* Assemble, configure new laptop and desktop computer components, and install requested applications
* Migrate/ Reimage older PC’s from Windows XP to Windows 7.
* Set up and maintain basic network operations, including assembly of network hardware.
* Perform and troubleshoot to isolate and diagnose common computer/printer
* Setting up new computer labs for students to be able to do their projects.
* Configuring MAC pro/air books for teachers and facility to be up to dated.
* Rename Computers and labels in the inventory room.
* Tech Support for 3 different school sites.

**G1-Towing November 2012-June 2015**

**Refresh Technician**

* Migrate/ Reimage older PC’s from Windows XP to Windows 7.
* Set up and maintain basic network operations, including assembly of network hardware.
* Perform and troubleshoot to isolate and diagnose common computer/printer problems.
* Prepare (wipe hdd) old equipment for pick and send back to HP
* Provide users with technical support; respond to needs and questions of users concerning their access of network resources.
* Update and close call tickets for work performed through Database.

**XTech Networks January 2012- August 2012**

**IT Support Technician**

* Active Directory – adding users, allowing minimum user to have administrator rights. Also allowing current amount of user to a group and access to a domain.
* Helping user change password, when account password has been expired.
* Change IP address, making sure there is no conflicts with other IP address.
* Worked with different departments on setting up their printers through the network and remotely.
* Setting up new workstation when new user or other employee would move different departments.
* Upgrading desktop with more memory when user would request new ticket for an upgrade.