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(310) 621-3201 Los Angeles, CA 90064

**Submission Summary**

Senior IT Technician with 8 years professional experience to front-facing end- user (onsite and remote) clientele as a Tier II Desktop Support Specialist, with 10 + years’ experience providing Strong Customer Support, and Customer Service, supporting Windows 10, Office 365 and MacOS environments. seeking to secure a challenging yet rewarding position in which my education, skillset and experience can provide unique value to a forward moving company. Possess a BS in Management Information Systems.

**Core Qualifications**

Active Directory, Group Policy Management, Service Desk Ticketing System, Remote Desktop Support. Programing languages: SQL, C++ and Python. Experienced in supporting software solutions, i.e., AccessData FTK, Computer Security, Visual Basic, Microsoft Project 2010, project management, database administration, SQL coding, Microsoft Windows 2016, Desktop Encryption, Microsoft 365, IP/MAC Addressing, SCCM and JAMF. VOIP Telephony Systems, Mobile devices i.e. tablets and smart phones, TCP/IP. Hardware & Software Support for Mac and Window’s system and peripherals, reimaging Computers. Windows migration upgrade from 7 and 8 OS to 10. Responsible for providing AV and video conferencing support, PC Refresh and expert in Providing Strong Customer Support and Superior Customer Service.

**Professional Experience**

Tier II IT Help Desk Engineer **ONTRAK INC /Santa Monica CA** June 2021 September 2021

Responsibilities included shipping computers and peripherals and providing remote support to end users, supported windows 10 and macos (Big Sur) to mid-level executives, iPhone support and data migration, duties also included asset management and inventory control, providing documentation. Mapped printers, used STS and Jira (ISDBF Break Fix) ticketing systems. Projects included documentation for MacOS, Jamf Pro and Screen connect, Mac Lockdown ( removing ladmin rights).

Tier II Desktop Support Lead Technician **DISYS/MOLINA HEALTHCARE / Long Beach CA**  March 2020 August 2020

Responsibilities included being Team Lead for Inventory control/Asset Management, imaging Windows 10 Desktop and Laptop computers with SCCM, deploying and configuring computers, docking stations: PC Refresh, onboarding and offboarding accounts in active directory, responsible for group policy. Diagnosed and resolved hardware/software, windows 10 and basic network connectivity issues. Shipping of Computer and peripherals to telecommuters. Closed 10 – 12 tickets per day using Service Now ticketing system.

Tier II Desktop Support Lead Technician **NTTDATA INC/HBO** / Santa Monica CA October 2019 – January 2020

Responsible for inventory control, performing data retention and migration (Windows 7, 8 to 10), imaging, configuring and deploying desktop, laptops (Windows and Mac OS X platforms) and docking stations. Decommissioned and retired end of term assets and storing them as e-waste. Supported Iphone for Multifactor verification and IMAC. Closed 8 Tickets per day using Service now Ticketing system. Onboard for Windows 10 Migration Project, of which I was responsible for imaging 10 computers per day. Diagnosed and resolved hardware/software, windows 10 and basic network connectivity issues. SCCM for imaging and software download and upgrades to windows 10, as well as deploying Jamf for MAC OSX (Sierra).

Tier II Desktop Support Lead Technician **Artech/IBM CHUBB, Los Angeles CA**  June 2019-September 2019

Provided Desktop support for 6000+ Clients. Imaged computers. Employed Service Now Ticketing System, created tickets and closed 12 to 15 tickets daily using Service Now Ticketing system. Responsible for inventory control/asset management, placing purchase orders (shipping out /deploying assets upon receipt of them). Deploying and configuring desktop/laptops and other peripherals. Data retention/migration upgrade from Windows 7 to windows 10. Imaged 6 computers daily. Retiring e-waste. Utilized IBM’s E-commerce for the customer clientele base. Supported Windows, MAC environments and peripherals. Onboarded and offboarded accounts in active directory. Provided remote support to telecommuters. Mapped printers Educated end users regarding software and work performed. Responsible for antivirus and malware. Used SCCM for software upgrades and Jamf for Mac OSX (Sierra & Mojave).

Service Desk Agent **Turner Techtronics, Burbank CA** March 2019 – April 2019

Provided desk top support for 3000+ in house clients for windows10 and mac OS X (Sierra). Employed Service Now ticketing system, Microsoft 365. Okta (for Outlook). Used JAMF, SCCM and Bomgar to provide remote assistance to clients and in-house telecommuters. Supported team in resolving computer issues and providing expert customer Support and Service to In-House Clientele. Supported both Windows and Mac OS X environments. Created tickets using Service Now and responsible for closing 8 – 10 tickets daily with the Service Now Ticketing system employed by the company. Deployed Jamf for support of MAC OSX (Sierra).

Help Desk Support Lead Agent **Fiserv, Buffalo, NY** March 2016 – October 2018

Managed database records and successfully assisted customers resolve technical related issues with their online accounts while consistently meeting high service standards. Scheduled customers with vehicle inspections before the end of their contractual arrangements, coordinated drop offs and pickups of leased vehicles. Resolved end of term accounts. Supported 6000 + end-users via email, online, telephone and remote assist in a call center environment. Provided strong Customer Support and Excellent Customer Service to Clients. Supported Windows and Mac OSX, and other Peripherals. Some windows Migration upgrade. Team lead for the Fiserv e-commerce system for in house and customer database.

Desktop Support Technician Team Lead **Premier Med-Billing Group, Buffalo, New York**  January 2012 – February 2016

Diagnosed and resolved hardware, software and basic network connectivity issues. Supported Windows and Mac OSX and Peripherals. Windows Migration from 7,8 to 10. Responsible for data recovery, imaging of hard drives and deployment of workstations. Managed company’s IT inventory, including end of life dispositions, and equipment orders. Administered corporate communication processes, i.e. e-mail, internet, smart phones and mobile computers. Resolved basic network connectivity issues. Diagnosed and resolved email related issues (outlook). Managed on and off boarding of user accounts in Active Directory, Group Policy. Responsible for deployment, configuring, troubleshooting, support and maintenance of windows PC Hardware and peripherals. Managed help desk ticketing system. Configuring remote LAN access for VPN. Provided remote, telephonic, email and web- based assistance to customers and in- house staff. Managed and set security levels for user groups. Responsible for asset management and inventory control. Responsible for closing 8 – 10 tickets per day using service now ticketing system.

Education / Training

Canisius College, Buffalo NY Bachelor Science in Business Administration and Management, Majored in Information Systems. Presently preparing for certifications in AWS, ITIL, PowerShell & Oracle PL/SQL.