**Jalen Crockett**

He lives in San Diego, CA.

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**Supplier’s Note**: Jalen is an experienced individual holding good years of expertise working with the technical support industry. He has hands on experience working with the computer, desktops, laptops, various hardware peripherals, all version of MacOS and networking protocols. He is currently pursuing certification in the networking environment. He is a friendly, work enthusiast and a joyous individual looking forward to work with us.

**Current Location**: He lives in San Diego, CA.

**Availability to Interview**: He has open availability from 09 AM – 01 PM Pacific Time Monday – Friday.

**Availability to Join**: He is available to join the project ASAP.

**Professional Summary**:

* A+ Certified Technician with relevant college coursework and years of customer service experience and IT experience. Hands-on IT experience with specialty in break-fix, networking, A/V and troubleshooting. Proficient in video conference bridging systems, including Crestron Touch, Polycom, AMS, Tandberg and Cisco.

**Professional Skills**:

* Desktop Support
* MAC
* CompTIA
* Help Desk
* SCCM
* Software Troubleshooting
* Active Directory
* Technical Support
* LAN
* Microsoft Windows
* VoIP
* Remote Access Software
* DHCP
* VPN
* Operating Systems
* Microsoft Excel
* VMWare
* Firewall
* DNS
* Cisco routers
* Network Support
* Computer Networking
* English
* TCP/IP
* Microsoft Windows Server
* Supervising experience

**Education**

High school diploma or GED, Middlesex County College - Edison, NJ Sep 2013 - Sep 2016

**Certification**:

* A+ Certification

**Professional Experience:**

**Volvo Cars - Mahwah, NJ Feb 2021 - Apr 2021**

**Desktop Support Technician**

* Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance
* Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs and life cycling of equipment.
* Write technical specifications for purchase of PCs, networking hardware and related products.
* Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs.
* Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
* Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
* Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
* Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.
* Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
* Monitor and test PC performance and provide PC performance statistics and reports.
* Must be able to work on call to provide white glove treatment to Executive Management Team

**US Foods - Las Vegas, NV Feb 2020 - May 2020**

**Desktop Support Engineer**

* Ability to interact and resolve the technical computer issues and Services related to EUC Devices with good customer oriented service to CEO, CIO, President, board members, higher officials, VIP users and VVIP users.
* Break/Fix Activities - Resolve Incidents and Problems associated with End User Computing Devices, provide Break/Fix support, advice and assistance to Authorized Users.
* Install and troubleshoot the VPN client like the Cisco connect. Webex, Jabber installation and troubleshooting.
* Installation, configuration and troubleshooting Desktop + laptop, hardware and software like Windows XP, vista, 7 and scanner, printer, fax, VOIP phones
* Performed imaging/re-imaging, deployment and troubleshooting of MacOS devices. Provided support and resolved the queries of the customers related to their iPad, MacBook, iPhone.
* Basic understanding of OS, application deployment solutions like Netinstall or Microsoft Deployment services, SCCM.
* Resolve all advanced (level 2 or higher) end-user related support for site personnel as escalated by the Central IT Help Desk.
* Ability to provide remotely support and coordinate with the Central Help Desk (level 1 issues) or assigned to the on-site IT Site Administrator for advanced / on-site issues.
* Provided excellent customer support for Desktops, laptops, mobile and printers. Such devices will be supported through in-warranty support from local vendors or using available spares, or in event of non-warranty replacement, through a local OEM. Harman will be responsible for warranty support. For replacement of equipment, Wipro will use existing local OLA’s signed by Harman with the OEM vendors.
* Mobile device support, iPhone, Android etc.
* Basic Administration of windows 2003, 2008, 2012 Server, Active directory, File server, DFS rights, DHCP, DNS, and WINS.

**Findlay Lincoln - Henderson, NV Mar 2019 - Oct 2019**

**Help Desk Technician**

* Provided Level II IT Helpdesk support to Findlay Management Group and its 30+ dealerships
* Managed accounts, passwords and permission through Active Directory
* Imaged PCs with PXE-booted deployment software
* Performed routine troubleshooting and updates on PCs, printers and scanners
* Provided hands-on IT support for nearby locations’ installs and maintenance
* Recorded and logged tickets with KACE ticketing software
* Edited and created informational videos with Adobe Premiere Pro
* Showed Microsoft Office proficiency with regular Microsoft Word/Outlook use and troubleshooting
* Provided iPhone, Android and iPad support, managed dealership apps
* Met third-party vendors for repairing equip under warranty/agreement, both onsite and via phone

**BMO Capital Markets - New York, NY Apr 2018 - Aug 2018**

**Multimedia Specialist**

* Supported executive conferences and provided onsite white glove assistance
* Performed maintenance on Crestron, Cisco and Polycom telephone and video conference equipment
* Recorded and logged tickets with Remedy ticketing software
* Monitored, modified and created videoconferences with multiple endpoints using Cisco TMS
* Assisted Helpdesk team with various hardware, software, printer and on boarding issues
* Showed Microsoft Office proficiency with regular Microsoft Word/Outlook use and troubleshooting
* Met third-party vendors for repairing equip under warranty/agreement, both onsite and via phone
* Performed emergency hardware repairs on Cisco and Crestron equipment
* Performed software, hardware and phone deployments for new users, interns and returning employees

**Maximus Inc. - New York, NY Aug 2017 - Dec 2017**

**Helpdesk Technician II**

* Provided over the phone support for field nurses, on site end users and management. Assisted in troubleshooting laptops, tablets, cell phones and wireless hotspots.
* Maintained equipment inventory with the Cherwell ticketing system
* Trained incoming end users on standard operating procedures, cybersecurity and onboarding process
* Reset passwords, created new members and 2FA tokens with Active Directory and Dell Active Roles
* Imaged, readied and deployed PCs with Symantec Ghost Server.
* Assisted user remotely with Bomgar Remote Client and Remote Desktop Connection
* Provided audio-visual support to conference rooms held for trainings
* Worked with third-party vendors to tackle larger or immediate IT issues
* Managed and answered tickets with an internal ticketing system and Cherwell
* Monitored, maintained and used troubleshooting techniques on Crestron/Extron rooms, peripherals and hardware

**New York University - New York, NY Jun 2017 - Jun 2017**

**A/V Technician**

* Provided general audio-visual and technical campus support for clients, including students, doctors, professors and faculty staff
* Managed DVD/DVR/Blu-Ray equipment in auditorium podiums, cabinets and backends
* Processed and managed video recordings of lectures and meetings via Cisco TMS
* Responded to general Desktop Support calls and requests, both over the phone and through Outlook
* Showed Proficiency in PC hardware and software, including the Microsoft Office Suite, SharePoint and WebEx
* Setup audio equipment (handheld microphones, wireless microphones, speakers, etc.)
* Worked with third-party vendors to tackle larger or immediate IT issues
* Performed hardware troubleshooting primarily on Dell laptops, PCs and software

**Polycom Corp - New York, NY Dec 2016 - Apr 2017**

**Desktop Support**

* Performed regular maintenance on Polycom cameras, codecs and VOIP phones
* Installed, provisioned and monitored Polycom equipment
* Communicated with other locations for planning, testing and completing projects
* Assumed role of concierge for facilitating installations from third party vendors
* Performed updates on all Polycom equipment
* Provided general desktop and networking support to Polycom salespersons and associates
* Performed demos with Polycom briefers for prospective product sales
* Troubleshooted Ricoh printers

**Allergan, Plc - Jersey City, NJ Jun 2016 - Nov 2016**

**Deskside Support Technician**

* Provided Level 1 Desktop Support on team for approximately 700 clients
* Showed software proficiency in troubleshooting many applications, such as Outlook, Box, WebEx, FirstDoc, RASS,
* Communicated with satellite teams via ServiceNow ticketing system for escalations
* Complete assigned tickets in a timely manner within the Client SLAs.
* Provisioning and deployment of internal VoIP telephones
* Performed regular imaging, installs, moves, adds and changes of hardware and equipment
* Provided A/V support for and maintained Cisco, Polycom and Crestron hardware
* Troubleshooted Ricoh, Dell and HP printers

**White & Case, LLP - New York, NY Dec 2015 - Dec 2015**

**A/V Specialist**

* Controlled Cisco, Tandberg and Polycom equipment via Cisco TMS (Telepresence Management Suite)
* Scheduled, attended and setup for various video conferences in sizes varying from 3 to 60 clients
* Regularly used Microsoft Office's PowerPoint, Outlook and Word
* Assisted clients with software troubleshooting, installations and configurations
* Worked closely with A/V team to ensure meeting quality and consistency
* Performed other various around-the-office sundries
* Attended appointments for clients that requested in-person A/V support for their meetings

**Pangaia Partners, LLC - New York, NY Feb 2015 - Mar 2015**

**Audio Visual Technician**

* A/V Configurator
* Controlled Polycom equipment, and made configurations from control room
* Troubleshot Cisco hardware that was part of the Polycom setup
* Regularly used Microsoft Office's PowerPoint, Outlook and Word
* Showed proficiency in Crestron, Polycom and Verrex audio/video conference room setups
* Maintained a professional interpersonal relationship with a wide spectrum of clients
* Attended appointments for clients that requested in-person A/V support for their meetings

**CompuCom Inc. - New York, NY Jul 2014 - Jan 2015**

**Audio Visual Technician**

* A/V Configurator
* Provided Level 2 A/V Conference support at three locations for Nielsen Holdings N.V.
* Setup and troubleshoot Microsoft Lync
* Controlled Polycom equipment via RMX; made configurations from control room
* Troubleshot Cisco hardware that was part of the Polycom setup
* Regularly used Microsoft Office's PowerPoint, Outlook and Word
* Showed proficiency in Crestron, Polycom and Verrex audio/video conference room setups
* Maintained a professional interpersonal relationship with a wide spectrum of clients
* Performed regular maintenance on A/V equipment in Nielsen locations
* Attended appointments for clients that requested in-person A/V support for their meetings

**Bank of America - Jersey City, NJ Jan 2014 - Apr 2014**

**Refresh Technician**

* Worked on the BAND7 Refresh Project on behalf of HP and Bank of America
* Refreshed PCs from Win XP to Win 7 while ensuring file integrity
* Built PCs straight from
* Applied IT troubleshooting, Active Directory and networking ability by pushing applications to multiple devices via servers
* Frequently interfaced with clients on an in-person basis to ensure proper connectivity to Bank of America's domain and good customer service

**Hyatt - Jersey City, NJ Jun 2012 - Jun 2013**

**IT Technician**

* Setup LANs, showed printer and networking familiarity by assigning IPs to client PCs in networks.
* Ran cable for PCs, speakers, projectors, mixer, microphones and many other medium of A/V communication.
* Worked in a collection of ballrooms with a constant interpersonal connection with the client(s), ensuring optimal customer service and technical support
* Demonstrated knowledge of operating systems, installing and configuring new computers
* Troubleshooted faulty cables and devices, and made the necessary changes or replacements.
* Exercised A+ level profiency in all of the aforementioned tasks.