MAURICE JOSEPH HARRIS

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**PROFESSIONAL SUMMARY**

Experienced and knowledgeable Information Technology Professional seeking to contribute leadership, computer technology and critical business management skills. Proficient in hardware/software, application and remote access support to ensure corporate expectations are exceeded. I am highly motivated and skilled, extremely passionate and eager to provide superior customer service.

**SKILLS SUMMARY**

* Windows 2000, XP, Vista, Windows7, Microsoft office, Excel, SAP and Outlook
* Disk Imaging, installing, formatting and portioning hard drives and Virtual Machines
* LAN/WAN/WAP fundamentals, TCP/IP protocols, routers, switches, firewalls, cabling, troubleshooting
* Troubleshoot & repair retail POS systems, thermal, Impact and laser printers
* Identify, correct and advise on operational issues related to clients computer & network systems
* Maintained and backup volumes ,files, folders and documents in systems to various optical media
* Install, Migrate or Upgrade to Windows 7, Configure system images, Deploying system Images
* Manage devices, disks, applications, network settings, Windows firewall and remote management
* BranchCache, resource sharing ,Authentication, account control, direct access and VPN connections
* BitLocker, mobility options, windows update, Internet Explorer, recovery, backup, monitoring & performance

**EDUCATION/CERTIFICATIONS**

General Education Diploma (Completed)

Visions Adult School, Corcoran, CA

A+, Net+ & Server+ Certified

StrideCenter.org, Oakland, CA

City College of San Francisco, San Francisco, CA

Network Administration

CompTIA A+ Certified Technician (Active)

CompTIA Net+ Certified Technician (Active)

CompTIA Server+ Certified Technician (Active)

**Employer: Dell Services/NTT Data/Verity Health System May 2016– Present**

**Client: Seton Medical Center, Daly City, CA**

**Senior Desktop Support Technician**

• Support CEO, CIO, CFO, COO, Doctors, Nurses, office and hospital staff via ticketing

system, telephone, walkups and drop-ins

Reports to Executive Director of Information Technology and Operations

Setup, install and configure software, desktop/laptop for clinical laboratory Director.

Support lab technicians, office staff, clinical laboratory, pathology department, doctors,

microbiology, central, processing, chemistry, blood bank, point of care, hematology &

urine departments laboratory environment installing Sunquest, Smart term

and migration several desktops from windows 7 to windows 10 for COVID19 safety

guidelines and restrictions

Supports office 365, MFA, VDI Virtual Desktop environment & Imprivata One sign

thru View administrator console and Imprivata administrator console to remove and

reset accounts. Install Chartmax, chart enabler,

On-call after hours for technical support and go on-site to resolve issue

• Active directory password reset, unlock accounts, remove devices from domain

Support network infrastructure, trace connection to switch & troubleshoot

• Support site’s within Verity Health Center; San Jose, Gilroy, Los Angeles & Redwood City

• Support EMR Quadramed-CPR (Arcis), Evident, Dragon Fluency transcription

• Global protect VPN to support remote off-site end users & TeamViewer to connect

• Deployed 86 Ricoh printers, add to print server, configure and test devices print

• Provides Tier I & II operational support to corporate, hospital team members and

escalate when necessary. Provide support via telephone

• Network boots computers, applies software applications, updates and cable manages

machines. Open, update, document and close tickets using remedy, web help desk and

Opsgenie ticket system. Escalate pertinent issues to senior engineering personnel.

• Work in conjunction with 3rdParty vendors, helpdesk support organization

• Prepare end user hardware, software assets for deployment, including PC laptops, iPads,

Smartphones (iOS & Android) and mobile data devices.

• Assist in providing hardware and software training to end-users.

**Environment:** Hospital, Laboratory, Medical offices building, corporate headquarters, Windows XP/7/8/10, Active Directory, LAN/WAN/WIRELESS networks, MS Office Suite, MS Outlook, Citrix Receiver, QuadramedCPR, Juniper, Java, Nextbar, Surgery information system (SIS), Cisco VoIP, Symtec PGP, Sunquest, Smart term, Dell encryption, multi factor authentication (MFA), Hardware troubleshooting and repair, Cisco servers, Workstation & printer deployment.

## Employer: KForce

## Client: Intuit/ Demand Force, San Francisco, CA Feb 2015 – 11/2015

## Integrations Deploy Specialist (Contract)

## Enterprise & high volume call center environment non-scripted

## Deploy software on customer’s Server Windows and Mac environments

## Supported the Sales and Success teams in deploying the software

## Salesforce, Jira experience, document cases and resolutions

## Document resolution items and troubleshooting steps in team knowledgebase

## Answer support tickets via phone, email and chat

## Significant customer service experience

## Very strong communication skills written and verbal

## Ability to explain very technical concepts in layman’s terms

## Strong troubleshooting skills,

## Windows OS environment skills XP, Vista, 7, 200X Server

## Experience with ADO/ODBC, Task Scheduler, Services & Registry

## Mac OS environment familiarity

## Used remote connection tools LogMeIn, Remote Desktop Protocol and Join.me

## Various database technology skills MS SQL Server

## Employer: Proactive Business Solutions July 2013 – 10/2014

## Client: Kaiser Medical Center, Oakland, CA

## Deployment Specialist (Contract – ending in July)

Employer: Client: Kaiser Medical Center, (Contract- ending in July) Reports to Manager. Images, builds, configures and deploys 2, 500 computers, wired, wireless carts, scanner, peripherals and devices in small medical office building and hospital environment. Network boots computers, applies software applications, updates and cable manages machines. Develops, catalogs and maintains an inventory of all hardware and devices. Identifies problems, gathers pertinent information and breaks down problems into manageable segments for resolution. Environment: Hospital, Laboratory, Medical office buildings, Windows XP / 7, Active Directory, LAN/WAN / WIRELESS networks, Cisco VoIP, Workstation deployment, Hardware troubleshooting and repair

**Environment:** Hospital,Laboratory, Medical office buildings, Windows XP/7, Active Directory, LAN/WAN/WIRELESS networks, Cisco VoIP, Workstation deployment, Hardware troubleshooting and repair

**Employer: NESCO May 2013 – JAN 2016**

**Client: Digital Realty, Oakland, CA**

## Data Service Center Technician (Contract – concurrent with above)

* Racks and Stacks servers, assists customers in their environment by building out server racks, following work orders, performing documentation, troubleshooting fiber and copper, installation of data center cable, working on cross-connects across multiple frames while maintaining Tx and Rx pairs on a T1 Circuit.
* Runs, terminates and tests fiber multi-mode, single mode fiber, coaxial cable, CAT 5 & 6e and experience with DS3, T1 or POTS circuits in a data center environment.
* Installs Servers, racks, PDU’s, swaps hard drives, memory, replaces mother boards on servers.
* Opens, closes, updates, responds, escalates tickets and high phone call volume for remote access and issues.
* Coordinates with System Administration and Network groups for specifications and requirements.
* Troubleshoots servers, connects CRASH cart to various servers for configuration input.
* Uses punch down tool, Corning Fiber tester, smart hands, reboot servers, cable management and labeling
* Maintains technical documentation, including floor plans, rack diagrams and equipment location information.
* Troubleshoots and repairs servers with hardware and network issues.
* Conducts hardware diagnostic and replacement of failed components.
* Manages work and priorities through ticketing system and coordination with Data Center Manager.
* Provide advanced level technical leadership support in the day-to-day operations of the 7 x 24 mission critical Data Center infrastructures.
* Conducts configuration of servers and switches, capacity planning and interpreting data points from multiple sources in a complex environment.
* Provides operational support of enterprise data centers.

**Environment: Warehouse,** Servers, Cat 5/6e, Racks, PDU, T1 Circuits, Hardware troubleshooting and repair

**Employer: Glide Memorial Church, San Francisco, CA December 2012 – May 2013**

**Desktop Support Technician (Unpaid internship)**

* Provided desktop support to staff, medical clinic, fund development department of the organization.
* Utilized proficient in Windows XP, 7 Enterprise, Server 2008 R2, Apple O/S & network booting Macs, DOS
* Backed up users data, reimaged & deployed image to desktops and laptops through network connection
* Conducted data migration using Easy File transfer, migration assistant, crossover cable and thru network
* Responded to high phone volume, opened, updated & closed tickets using SysAid ticket and tracking system
* Escalated tickets to management, install Microsoft Office Suite/ Outlook 2007 & 2010.
* Configured and conducted troubleshooting on WYSE thin clients in virtual desktop environment.
* Installed, set up and configured Financial Edge & Razor’s Edge on fund development computers.
* Setup and configured CITRIX RECIEVER, CENTRICITY and LCR for medical staff.
* Configured workstations, laptops and all peripherals.
* Assisted with setting up proper client access, file permissions and user account access using Active directory
* Assisted the Director of Technology with establishing and maintaining correct deployment and replacement schedule for computers, laptops.
* Created and configured new employees’ accounts using SharePoint & Microsoft Exchange.
* Setup, configured and managed VoIP phones thru Cisco Unified Call Manager Administration.
* Managed mobile devices via Mobile Iron software & troubleshot all printing issues.
* Installed, set up & configured Symtec PGP, Win magic, File vault 2 encryption on laptops &desktops.
* Assisted users with Remote access with log in, password reset and connection issues.
* Installed, upgraded hardware/software maintenance, security of networks & servers.
* Set-up, configured, maintained and optimized computers, operating systems and networks.

**Environment:** Windows XP/7, Server 2008, Mac OS, DOS, Easy File, SysAid ticketing, MS Office Suite, MS Outlook, Citrix Receiver, Citrix Centricity, Citrix LCR, Cisco VoIP, Symtec PGP, Win Magic, Workstation deployment, Hardware troubleshooting and repair

**Employment gap: October 2011 – December 2012: Attending college full-time**

**Employer: Volt April 2011 – October 2011**

**Client: Apple Computers, Elk Grove, CA**

**Rework Inspection Technician (Contract)**

* Inspect, test, date, code, data input, inventory, pass or fail good or defective Apple product
* Installing, upgrading hardware/software maintenance and security of networks
* Support of Windows XP and Windows 7 OS and Office 2003 and 2007
* Troubleshooting, diagnosing, selling solutions and repairing hardware on PC’s, laptops & networks
* Built, configured, upgraded and troubleshot customer desktops, laptops
* Set-up ,configure, maintain and optimize computers, operating systems and networks
* Imaging, installing, formatting and portioning hard drives and Virtual Machines
* Ability to work independently or a team to efficiently meet deadlines, goals and deliver superior service

**Environment:** Windows XP/7, Mac, MS Office, Workstation deployment, Hardware troubleshooting and repair

**Employment gap: January 2010 – October 2012: Taking courses for certifications, actively seeking employment**

**Employer: MJM Management Group, San Francisco, CA , January 2008 – January 2010**

**Community Guide (FTE)**

* Act as eyes and ears on the streets for San Francisco Police Department and other city agencies
* Work with Clean City Coalition & San Francisco Department of Public Works to keep streets clean
* Politely pursued illegal street vendors to relocate from the Central Market Community Benefit District
* Assist San Francisco Fire Department with identifying chronic alcoholics and abuser of city services
* Call 911 & other city agencies when emergencies and hazards are recognized within our district
* Service tourist, handout city maps and provide directions to visitors
* Engage with merchants and homeless clients to assist with free city services
* Refer homeless clients to treatment center, hospitals, free clinics and other city agencies
* Dispatch to various businesses to interact, pursued and assist homeless loitering clients to relocate

**Environment:** City Services

**Employment gap: May 2006 – January 2008: Out of job market, on disability**

**Employer: Ralph’s Grocery, San Francisco, CA October 2000 – May 2006**

**Grocery Manager (FTE)**

* Excellent communication skills, exceptional attention to detail and organizational skills
* Ability to work independently or a team to efficiently meet deadlines, goals and deliver superior service
* Expert problem solver and solution finder, ability to prioritize and execute tasks in high pressure environments
* Interpersonal communication, motivated, supported, trained and supervised employees on daily basis
* Implement training, safety programs, coach & counseled staff, including hiring and termination
* Maintained excellent customer relations, high volume customer service & complaint resolution
* Oversee store’s total operation, intense phone volume, budgeting, scheduling, escalate crisis issues
* Experience in high volume work environment and ability to change priorities with ease
* Ability to work independently or a team to efficiently meet deadlines, goals and deliver superior service
* Access, update and execute company email, data input, recalls of products and grocery ordering system

**Environment:** Management, Training, Customer Service