ROBERT HARDY

Everett, WA

[www.linkedin.com/in/robert-hardy-MWA](http://www.linkedin.com/in/robert-hardy-MWA)

425-760-0354

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SUMMARY AND SKILLS**

Performed in a technology environment supporting desktop computer systems.

• Providing direct support to a Microsoft Windows and some Apple environments

• Performed in a technology environment supporting desktop computer systems

• Technical Support

• IT support in an office environment

• Active Directory administration

• Ticket applications, including Labtracker, Remedy, ServiceNow, & LANDesk

* MAC OS-X
* Some rack setup of servers.

**EXPERIENCE**

**Contracting:**

**WINDOWS 10 REFRESH PROJECT,** EXCELL (COMPUCOM)/PHILLIPS 11/2019 – 2/2020

* Reimage and upgrading up to 400 +/-devices, from windows 7 to Windows 10.
* Laptops are refresh so that end users can use them right away.
* Following a checklist on the refresh project in reimaging and tweaking devices.
* Working as a team in all aspect of the project and attending weekly meetings.

**BREAK/FIX TECH**, INSIGHT GLOBAL/DELL/BOEING 05/2019 – 08/2019

• Software/hardware repair on desktops.

• Software repair of laptops. Hardware issues sent to another group.

• Periodically check computer & print devices throughout the factory for proper functionally.

* Reimage devices and follow a check list for installation of proper tools. Images include standard, CSW (Common Shared Workstations [Old version]), and SPW (Shared Production Workstation [Replacement for CSW]).

• Pulling & returning laptops & tablets to Cribmaster Toplock drawer(s)

**IT DESKTOP SUPPORT TECHNICIAN II,** NSCGLOBAL/GOLDER 04/2019 – 5/2019

Monitor, update and maintain tickets in defined ticketing system

• Respond to tickets, contact users and plan workload

* Take ownership of the issue from end to end- from creation through the whole process and then through the resolution to ensure that issue has necessarily follow through with end user

• Update tickets with the latest status

• Escalate the ticket to the correct group if the incident cannot be resolved

• Sign-off closed tickets with the user to include follow up specifically to the end user

• Worked on Office365 on the basics.

**TECH SUPPORT**, ROBERT HALF/SNBL 12/2018 – 1/2019

Dealing with software issues and basic hardware issues. Work was performed on client workstations.

• Worked on Office365 on the basics.

**SOFTWARE SUPPORT**, TEKSYSTEMS 05/2018 – 9/2018

• Dealing with software issues on ATT workstations. Communicate with vendors on hardware issues on devices that are in warranty.

**Government contract:**

**FIELD SERVICES (DESKTOP),** BELCAN/KEMTAH 07/2017 – 03/2018

• Provided standardized system setup & deployment support for client, AeroJet/RocketDyne.

• Performed hardware & software upgrades/migrations per site work instructions.

• Provided prompt initial response to all assigned service requests.

• Assisted with PC moves & reconnects; testing for functionality.

• Performed troubleshooting & repair of customer systems, according to site protocols.

• Experience with DHCP, VPN, DNS & similar protocols are performed.

• Set up Cisco VOIP phones including models 7941 – 7945, & Black model 6931.

* Basic management of backup tapes. Swapping backup tapes on Quantum Scalar i80 backup mechanism to prep them for offsite storage. The vendor is Iron Mountain.

• Provided some hardware services on non-warranty laptops that are still in use.

**Contracting:**

**ONSITE DESKTOP SUPPORT** MATRIX\COMPUCOM\HUB INTL 08/2016 – 01/ 2017

• Reimaged and repaired of Lenovo mini desktops and laptops using SCCM

• Swapped devices with end user and to take bad device for repair and redeployment

• Configure VPads for secure printing.

• Used Service Now for ticketing

• Documented various issues and solutions to discuss with team for improvement

**DELL END USER SERVICES**, APEX/DELL 11/2012 – 07/2016

* Supported end users at Boeing Laptop Service Center (LSC) with Service level Agreements (SLA), Breakfix , issues with their devices (Laptop & Tablets, Toughbook) and repairing software and hardware.

• Provided loaner laptops while their device is being serviced.

• Managed replacement parts and order parts as needed.

• Reimaged devices.

• Configured group polices and other components in Active Directory

**SOFTWARE TEST ENGINEER**, PRITHVI CATALYTIC 07/2011 – 07/2012

• Tester at 2 of Microsoft test labs.

• Tested Windows8 on various systems and managed print test lab infrastructure.

• Re-assigned systems

• Entered new devices into Labtracker.

**Part to fulltime positions:**

**FIELD ENGINEER,** NEXICORE & WORLDWIDE TECH SERVICES (QUALXSERV) 07/2007 – 07/2011

* Provided residential and commercial repair & installation of computer & network equipment throughout Washington State area.
* Handled installations and configuring of new workstations, system recovery (reimage) of workstations, data backup & restore, and software installation & repair

• Printer repair.

• Completed warranty work on hardware, replacing internal components (Main board, CPU, Hard drive, etc.)

**EDUCATION/CERTIFICATIONS**

* A+ certified CompTIA
* Microsoft Certified Professional (MCP)
* Dell & Lenovo certified. Have performed tasks on HP and Toshiba devices.
* **CERTIFICATE OF COMPLETION**, EDMONDS COMMUNITY COLLEGE
* Course in windows NT Computer Workshop Series.
* **ELECTRONICS-NETWORK TECHNOLOGY**, EDMONDS COMMUNITY COLLEGE

A course in corporate computer networks, using Novell.

* **BUSINESS MANAGEMENT - HUMAN RELATIONS**
* **INTRODUCTION TO PUBLIC SPEAKING**, EDMONDS COMMUNITY COLLEGE

2 courses in proper business & professional etiquette.