## John Jasna

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**Objective**: To apply my training in network administration and PC repair & maintenance to secure a job with growth potential in the computer industry.

**Education**:

* Devry University – Bachelor of Science in Technical Management
* Paradise Valley Community College; September – January, 2005
* MST 150 Windows XP & MST 152 Windows 2003 Server
* Cochise College, Sierra Vista, AZ, May 2002
* Network Management; Associate of Applied Science
* Network Administrator; Certificate
* Network Support; Certificate
* Microcomputer Practitioner; Certificate
* PC Maintenance and Repair; Certificate

**Certifications:**

* ITIL Foundation:

IT Service Management 10/29/2015

* HP Certifications:

HP2-037 - HP LaserJet Foundations: December 18th 2009

HP3-C03 - HP LaserJet P4010 & P4510 series: January 4th, 2010

HP3-025 - HP LaserJet 9000 series: June 14th 2010

HP3-C31 - HP Color LaserJet CP3525 & CM3530 MFP Service Qualification

* CompTIA Certifications:

A+ Core Hardware Exam 220-301: June 11th, 2005

A+ OS Technologies Exam 220-302: October 10th, 2005

* Dell Certifications:

Warranty Parts Direct certified, September 24, 2008

Dell XPS certification

* Microsoft Networking Essentials 70-058, August 17th 2000

**Clearance:**

* Secret

**Job History**:

**Allegis Group: September 2014 to May 2020**

* Job Title: PC Technician
* Ticket System: CA Service Desk & SNOW
* Support VDI (Virtual Desktop Infracture)
* Remote Software: Microsoft Remote Viewer
* Single Point of Contact: for Phone and VMWARE upgrades
* Escalate Incident and Request tickets from the Helpdesk
* Repair Leveno laptops and HP desktops
* Data Backup & Restore
* Preconfigure laptops and desktops for new employees
* Break/fix issues with I.E, and Microsoft Office suite
* Troubleshoot LAN/WAN issues
* Setup and configure email on Iphones and Droids
* Pull metric totals from Service Desk& import into Excel for management to process.
* Write technical “how to” documents for user processes
* Outlook Archive Data File management
* Hardware Supported: Lenovo Laptops & Desktops, MacBook Air, Android & iPhone
* Use the Cisco Unified CM Administration console to reassign MAC ID’s for broken phone issues & to set up new hire employees.

**Molex: October 2013 – August 2014**

* Job Title: Network Administrator
* Upgraded desktops and laptops from XP to Windows 7
* Used SCCM to image desktops and computers
* Used Active Directory to create new users, password resets, permissions and security groups
* Repaired Desktops and Laptops
* Mapped network printers

**Insight: September 2007 – July 2013**

* Job Title: Field Engineer
* Laser Printer repair & maintenance on HP Laser 8000 & 4000 series printers
* Repair & support Dell Optiplex Desktops & Dell Latitude Laptops
* Use Altiris to image PC’s and restore backups
* Performed tape backups
* Perform Moves, Adds or Changes of employee’s workstations to new cubicles.
* Initiate hardware replacement orders though warranty & out of warranty support.
* Use Magic BMC Service Desk Express to update, track work preformed. Also use Magic to transfer tickets, run queries to search on open or closed tickets.

**Etelecare Solutions, September 2006 – September 14th 2007**

* Job Title: **SME – Subject Matter Expert**
* Provide level 2 tech support for Dell systems
* Helped level 2 techs with advanced issues with wireless, RAID, Virus Removal
* Walk users through upgrading workstations & laptops
* Use “Dell Connect” program to remotely connect to customers systems to adjust or change Windows Software Settings or fix issues.
* Troubleshoot hardware issues by running diagnostics, & provide warranty support, replace failed hardware components.
* Boot into safe mode to clean spyware & viruses, run chkdsk /r from the recovery console, perform system restores and use utilities like MSCONFIG to turn off error messages and increase system performance.

**Bashas’ Inc., May 9 2006 – August 2006**

* Job Title: Desktop Support/PC Support
* Configure and build HP App servers.
* Upgrade and troublshoot desktop PC’s and laptop issues.
* Hook Up Network Printers
* Install and configure Apps, including Outlook 2003, IBM client access express,
* Use TrackIT to log and create work orders
* Configure IBM laptops for VPN
* Use Ghost to create and update images for workstations and laptops

**KForce: Client Jabil Circuit, Inc.: March 2006 – May 2006**

* Job Title: Network Technician/Desktop Support
* Installed phones, punched down cables, terminated ends for RJ11 and RJ45.
* Setup Network printers, Installed and configured apps, such as MS Office, SAP, CircuitCam Viewer. Setup and configure email, created images of PC’s using ghost.
* Use TrackIT to create and log work orders.

**Tech Star Inc: Client; Infocrossing: November 2005 – January 2006**

* Job Title: Operations Analyst:
* Used SMARTS Network/System Monitoring and Management solution and Orion to monitored critical servers, worked network tickets for down routers and switches.
* Performed tape backups and rotations and cycled and bounced servers.
* Used Heat to generate trouble tickets.

**Computer Guidance Corporation: June 2005 – November 2005**

* Job Title: Network Administrator
* Active Directory: created OU’s, groups, users and mirrored accounts for 200 users.
* Windows Server 2003 Standard: Installed and configured application and FTP servers.
* Build and Configure IBM Eservers and rack servers
* Upgraded, built and configured workstations for users
* Installed and configured software
* Set users up with VPN access
* Diagnosed printer, scanner and fax machine problems
* Support the phone switches, and voice mail

**Corporate Job Bank: Client; Country Wide Home Loans; February 2005- May 2005**

* Job Title: Help Desk Specialist:
* Performed Password resets and supplied tech support for the CWBC.com web sites. Where we would help troubleshoot error messages and walk business partners through running a loan through the system:

**Tech Star Inc: Client; Wells Fargo: October 2005 – January 2005**

* Job Title: Help Desk/ Tech Support Technician:
* Oracle: WANDA (Wells Automated Network database Application). Data Entry is utilized to run quires to check on the status of service requests.
* Remedy (PAC 2000): Software used to create trouble tickets for LAN/Email accounts, and for break/fix issues.
* Call Center: Taking inbound calls for all passwords, order request and break/fix issues.
* RUMBA: Mainframe used to re-enable locked accounts.

**Spherion: Client; Statefarm: February 2004 – October 2004**

* Job Title: Support Center Specialist
* Conducts first level tech support for Statefarm agents and staff members. Which includes password resets, hardware troubleshoot and replacement, and software installs. Software used: HP Service Desk, Echo & Outlook.
* HP Service Desk: Used to create and document trouble tickets or records that act like work orders.
* Echo: A DOS based mainframe supported by Support Center Specialists that allows agents and staff member to run their bank deposits or post payments.
* Outlook: Create rules to filter spam, and also set up delegate access so agents or staff members can see each other’s inbox or calendars

**FC Business Systems: CONUS-TNOSC (Theater Network Operations Security Center), July 2002 - June 2003**

* Job Title: **Shift Lead (promoted)**
* Assigned duties to teammates
* Ran reports
* Called on Call Engineers with high priority issues
* Firewall Management
* Customer Service
* Data Entry
* System & Network monitoring
* Job Title: Helpdesk Coordinator
* Manage & Administer Helpdesk Responsibilities
* Complete Daily Remedy & Excel Reports
* Attend Monthly Shiftlead Meetings
* Train New Employees