**Gustavo Galarza**

3437 Chestnut St. Forest Grove, OR 97116|914.450.3830|ggalarzavio@gmail.com

**SUMMARY:** Customer service oriented IT professional with 8+ years of experience in help desk support. Highly adept in systems analysis diagnostics, troubleshooting and conflict resolution. Proven to be a team player with strong work ethic and commitment.

**PROFESSIONAL EXPERIENCE:**

**Field Services Engineer (Contract)| Unisys, Inc *(Client: Heineken USA, Inc.)* |White Plains, NY| Mar 2019 – Current**

Responsible for on-site installing, maintaining and repairing company and multi-vendor systems which include hardware, software and networking products as well as operating systems. Manages mobile device setup and maintenance for +500 users. Serves as escalation point from help desk. Optimizes hardware/software/networking products and configurations. Active directory user management. Instrumental in the deployment of laptop and mobile devices for onboarding of new hires.

**Desktop Support Analyst (Contract)| Talon, Inc *(Client: Pure Insurance)* |White Plains, NY| Jul 2018 – Dec 2018**

Administered end user hardware, software and infrastructure support for 700+ internal users as well as access issues for 16K+ external clients. Trained end-users on various technologies including but not limited to Cisco phone, GoToMeeting, Microsoft Outlook and other internal applications. Assisted in company wide deployment to Windows 10 system; reimaging laptops and installing software as needed; backup and transfer computer data via OneDrive

**Stay at Home Parent| Galarza Household, LLC |White Plains, NY| Aug 2017 – Jul 2018**

**IT Specialist Desktop Support| Electronic Transaction Consultants Co. | Seattle, WA | Aug 2015 – Jul 2017**

Managed the installation, maintenance and configuration of workstation hardware and software across multiple networks in various WSDOT locations. Provided technical support to 200+ users via phone, email, remotely or in person. Facilitated all Service Desk tickets, and worked closely with developers and service agents on escalated issues. Instrumental in system security updates and audits for PCI compliance

**Support Engineer Analyst (Contract)| 2rbConsulting *(Client: Microsoft, Inc*.) |Redmond, WA | Feb 2015 – May 2015**

Provided Tier-2 (bilingual) support to enterprise-level customers of a cloud-based device management solution, Microsoft Intune. Provided mobile device management support to Office 365 enterprise customers

**IT Support Analyst| The Public Theater |New York, NY |May 2014 – Dec 2014**

Managed a network infrastructure consisting of over 150+ active users. Essential in the implementation of the company wide migration to Office 365. Installed, configured, and upgraded desktop computer hardware, software and printers/copiers. Developed and train new IT staff on helpdesk support procedures and responsibilities

**Support Operations Technician| Services for the Underserved, Inc. | New York, NY| Feb 2011 – May 2014**

Provided local and remote help desk support for 1000+ users, all peripheral devices, thin clients, printers and laptops. Assisted with the company-wide migration from Desktop environment to a centralized Virtual Desktop (VDI) infrastructure. Maintained SharePoint databases for applications including Fleet, IT and CompuTrace. Trained new IT Manager and entry level analysts on departmental processes and procedures

**EDUCATION:**

**B.S. Information Systems** | State University of NY, Stony Brook|2013

**Associate of Applied Science Computer Information Systems** | State University of NY, Westchester Community College| 2011

**CORE QUALIFICATIONS**



**TECHNICAL SKILLS AND APPLICATIONS**

MS Office 2007-365, Mimecast, Exchange 2010-2012, SharePoint 2010, MS CAP, MS SOLVE, Symantec, NextGen ServiceNow, ZenDesk, Spiceworks, Track-It, Nextraq, Windows (XP/7/8/10), Server 2008-2012, MAC OS, iOS (iPhone, iPad) and Android Devices, ShoreTel, SonicWALL, Active Directory, PDQ Deploy, Pulseway Manager, VNC, Remote Desktop, Bomgar, Blackberry Enterprise Server, MS Intune, Airwatch, SOTI MobiControl, Citrix XennApp, RES Workspace Manager, Asset Track, Bilingual (English/Spanish)