**W o o d i e P e r r y** woodie.perry@gmail.com

2345 W 23rd str  Los Ángeles, California 90018 (310) 895-8828

**OBJECTIVE**: Hoping to join a team of I.T. professionals dedicated to providing quality

Support to the user community.

*Hardware*: iOS, and Android based devices. Dell, HP, Apple laptops and desktops, HP printers

*Software*: Mac osX, Windows 7-10, Air watch, Mobile Iron, Jabber, Skype for business, Office 365 admin portal, Box Admin Outlook for Mac /PC, Cisco AnyConnect, RSA Secure token Citrix, Secure Print, Parallels,VMware, SCCM, Imaging, Virus Removal, Absolute Manage, jamf, Disk Warrior.

1. Strong interpersonal and leadership skills; relate well and maintain effective professional relationships with management, co-workers and people from diverse backgrounds. Able to communicate highly technical information in terms easily understood by non-technical personnel.
2. Organized with the ability to handle multiple tasks and thrive in high pressure situations.
3. Consistently meet or exceed production goals.

• Proven troubleshooting abilities; diagnose and identify networking, hardware peripheral or other computer related problems and implement appropriate solutions.

**EXPERIENCE:**

11-19 to Present Kite Pharma Desktop Support

As a member of the Migration team I sat in the war room and assisted users in

migrating to new domain via face to face, remote and Zoom meeting.

We would work on issues pertaining to corrupt loca profiles, RSA token and

outlook licensing.

8-19 to 11-19 Southern California University Desktop Support

Primary responsibility is assisting students on school based apps. I also support

secure printing and wyse terminals. Some active directory support verifying

group membership and I support the AV systems in the lecture rooms

3-18 to 4-19 OMCPaige Desktop Support

Service Now

SCCM imaging of PCs

JAMF imaging of Macs

Logmein console for remote control access

Active Directory User And Computers to assign group memberships

Office 365 support using outlook client and 365 portal depending on the problem

Adobe suite support

Zoom, Blue jeans and cisco systems used for video confrencing

2-17 to 9-17 Estee Lauder Companies Desktop Support

Service now

JAMF for mac imaging

LAN rev for PC imaging

MS Link and Skype for business for voice calls

11-15 to 3-16 NBCUniversal Desktop Support

Service now

Airwatch enrollment

Active Directory Users and computers for account management

MS outlook for PC and Mac

3-14 to 03-15 NBCUniversal Desktop Suppoprt

Service now

Airwatch enrollment

Domain Migration

Active Directory Users and computers for account management

MS outlook for PC and Mac

10-13 to 3-14 Warner Music Group Desktop Support

Mac Provisioning

Active Directory Users and Computers for account administration

SCCM for PC imaging and software pushes

1-13 to 8-13 EMI\Capitol Records Desktop Support

Casper for Imaging Macs

SCCM for PC imaging and administration

Mac OSx

Windows 7

1-12 to 12-12 Interscope Records Desktop Support

SCCM for PC imaging

Mac image creation and verification

ITIL problem resolution

End of life asset management

1-07 to 1-12 Universal Music /Group Desktop Support

MS SMS for imaging and asset tracking

Mac OSx

Blackberry BES server

ActiveSync