**Raj Singh**

**Roseville CA**

**916-521-7689**

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**Career Objective:**

End-user focused, professional and accomplished senior application and Desktop support specialist with over 8 years’ experience solving end-user desktop support challenges. Extensive knowledge of Server, Desktop and Laptop hardware with a solid understanding of software applications, roll-outs, standardization and migration methodologies. Demonstrable experience managing, owning and delivering high end-user support in a timely manner. Ability to manage multiple ongoing work streams simultaneously while remaining flexible to changing priorities. Articulate with ability to communicate, lead and manage others. Positive demeanor and self-starter with a strong work ethic.

**EDUCATION AND CERTIFICATIONS:**

* AS Information Technology
* MCSE
* CompTia A+ Certified
* CCNA
* MCP XP Certified

**SKILLS:**

* **Desktop** operating systems: DOS, Win 2000, Win XP PRO, Vista, Win 7,Win 10, **Mac** operating systems.
* **Server** Operating System Win 2000, 2003, 2008 R-2.
* Troubleshoot Dell and Lenovo Servers, **Laptops, Desktops**, Printers, Scanners, Palm, Treo Blackberry **IPhone, IPads,** Mac Book Pro 11.
* Imaging Software: Symantec Ghost, MDT (using WDS), WAIK, Zen works, SCCM, Altiris.
* Microsoft Print Services, Share point.
* Antivirus Software: **NAV, McAfee, Kaspersky** and Trend Anti-Virus Systems.
* Software and OS installation tools: **Symantec Ghost**, SCCM, MDT (WDS), WAIK, Radia, Marimba, Zen Works.
* Assisted in Win **2008 Server**, **Exchange Server** and **Active directory** procedures.
* **Office** 2000, 2003, 2007, 2010,2016 Project Visio, Sap, Sales Force and various **medical** related software’s
* Office 365 Enterprise E3
* Citrix Metaframe Server (Client Side), VMware.
* Manage Symantec Endpoint Protection Virus control
* Encryption Software: Point Sec, EPHD,Check Point Full Disk Encryption, Mcafee and Bit locker.
* Inventory and Requisition control management: SCCM, AMS, Remedy
* EPIC (EHR) Installation and support.
* Ticket tracking: **Remedy**, WMS, Track it 8.0, Altiris, Cherwell.
* Installation, configuration support of IP based phone system (Polycom, **Mitel,Cisco)**
* Computerized Maintenance Management Systems
* Backup Exec
* **Training** Room setups and management.
* Managing and troubleshooting Audio Video and video conference systems.
* Remote Desktop and **Office Communicator** like Lync, Logmein ,Joinme,GoToMeeting, Skype for Business.
* **VPN** software Cisco and SSL.
* Fire Wall Sonic Wall 215 TZ
* **Wireless** Routers B,G,N and AC
* Cabling and Ergonomics
* Chip Level troubleshooting.
* DOS and Linux shell commands.
* Administer HP Printers and Scanners, Cannon Multifunction printers.
* MS SQL and Access Database
* Create reproducible test cases
* Submit product defects in the bug tracking system.
* Create new knowledge base articles and keep them up-to-date.
* Provide after business hour support on a rotation basis.
* On instruction on Network Engineer Rack, Configure and Support Network equipment Dell Switches, Dell Servers, Sonic wall firewalls.
* Responsible for Inventory controls, ordering equipment, asset management.

**EXPERIENCE:**

**NOC Desktop Support**

**Quest Technology Management (Contractor)**

**06/03/2018 to August 15th 2019th**

**And Nov 1st 2019 to Present**

* Managing day to day NOC operations and non-Major Incidents
* Work with Hospitals and clinics providing remote technical support to Clinicians, Nurses and hospital staff.
* Assures that procedures are correctly followed to meet the distribution system’s needs for highest technical quality and customer service
* Experience monitoring and responding to alerts for remote infrastructure and applications while using tools like Traverse , Secret Lock Servers
* Previous experience managing technical resources in a customer-facing environment with heavy emphasis in customer service
* Responding to customer inquiries and conducting network surveillance
* Initiating and resolving incident management tickets
* Utilizing tools for router access, Desktop,Laptops,Servers, and ticket management
* Executed & coordinated on-call escalations for 24x7x365 infrastructure & hosted environments.
* Performed daily operational network & system infrastructure checks and balances for Production environments.
* Administered and maintain standard operations procedure documentation.
* Support Windows Server 2012**, Desktops, Laptops**, Tablets, Printers, Mobile devices, VDI.
* Administration of **Desktop laptops VDI,** HP Printers.
* Manage **Active Directory** based access control for over 1400 employees.
* Troubleshoot **I phones, I pads and Samsung**.
* Support VDI using VSphere
* Administer day to day **wireless** issues with Laptops and Smart Phones.
* Provide 24 hour, on-call emergency support for multiple external customers
* Use remote desktop like **TeamViewer, RDP and Skype for Business** to trouble shoot technical and software related issues with remote Servers, PC and Laptop.
* Certified and developed documentation for applications as needed to load client's workstation.
* Established remote connectivity using Log Me In.
* Perform On call after hour duties 1 week every 2 months supporting client issues during weekend and at night during weekdays
* Create new user accounts using active directory, setup new email account on exchange server as well as trouble shoot blackberry issues
* Provided maintenance and user support for numerous devices and operating systems including Windows XP/7, Microsoft Office […] iPhone/iPad/Android/Blackberry.
* Maintained accurate repair records and documented all maintenance performed using SLX ticketing system.
* Maintained accurate inventory of updated loaner equipment.
* Conducted company-wide upgrade of 1300+ users PC's to Windows 7 and Microsoft Office 2010.
* Conducted major office move of more than 100 users from three separate offices
* Successfully troubleshot and resolved end-user complications through research and effective follow up practices
* Served as initial point of contact for customer inquiries, solved technical issues and escalated issues to appropriate support personnel
* Provided exceptional service for multiple end users daily through assigned ticketing system
* Provided full system backups using Norton Ghost
* Responsible for formatting and imaging approximately 300 systems to be sold to employees and donated to local schools, organizations, churches, and daycare

**Randstad Technology for Kaiser Permanente Hospitals and Clinics.**

**Epic Desktop Support Technician**

**August 30th 2019 Oct 21st 2019**

* Supported physicians and nurses with updating work list and flow sheet information.
* Provided management support and medication reconciliation.
* Provided staff instruction on the use of Epic Care.
* Determined and outlined client needs.
* Added and scheduled tasks on the MAR.
* Ensured the timely completion of all Epic-related work.
* Provided staff instruction on the use of Doc flow sheets.
* Managed staff communications with efficient use of Epic.
* Provided instruction on the productive use of Hyperspace.
* Assisted clinicians with the use of Epic Care.
* Provided elbow support to staff.

**Specialist, Desktop Management | Infrastructure Solutions**

**Employer Ocwen Financial Inc(Contractor)**

**10/10/2015 to 05/18/2018.**

* Support Windows 2008 R-2, XP/Win7 on **Servers, Desktops, Laptops**, Tablets
* Administration of **MS Active Directory**, HP Printers, Scanners, Video Conferencing equipment, and Overhead projectors.
* Manage **Active Directory** based access control for over 400 employees.
* Maintain performance, security and uptime of 10+ servers worldwide.
* Troubleshoot **I phones, I pads and Samsung**.
* Administer day to day **wireless** issues with Laptops and Smart Phones.
* Provide 24 hour, on-call emergency support for multiple external customers
* Use remote desktop like **GoToMeeting, RDP and Skype for Business** to trouble shoot technical and software related issues with remote Servers, PC and Laptop.
* **Utilize Symantec Ghost** for software and image installs.
* Manage Symantec Endpoint Protection **Virus control**
* Utilize **encryption tools** like Bit locker and MacAfee end point encryption.
* Utilize Inventory control and Ticket Tracking system like **Remedy** to manage Inventory and Tickets.
* Support remote users with their day to day issues with **Office 2010** Suite, XP/7.
* Proactively monitored customer trouble tickets.
* Ensured all tickets and phone calls are handled within appropriate **service level agreement** time frames.
* **Escalate** tickets to different departments as needed.
* Provision and provide 1st level support on **Cisco Phone** System.
* Support 1st level SQL Server and MS Access Database
* Decommissioning and **inventory surplus** system as needed.
* Serve as an **escalation** point for junior technicians.
* Help organized **training** for junior technicians and new employees.
* Plan **for future** capacity needs.

**EMPLOYER: Match Pointe Group for Solar city Roseville, CA CONTRACTOR**

**Information Systems Analyst(Contractor)**

**07/2013 – 08/2014**

* Assist in day-to-day IT functions for Win 2008 R-2 Server, Win7 XP Network and end user support.
* Install configure and supported Windows server 2008 R-2 XP/Win7 on Servers, Desktops, and Laptops.
* Administer HP Printers, Scanners, AV and Video Conferencing equipment.
* Configure and troubleshoot I-phones, Samsung.
* Use remote desktop and office communicator tools like Skype For Business 2016 and Logmein to trouble shoot technical and software related issues with remote PC and Laptop.
* Utilize Acronis for software and image installs.
* Utilize Inventory control and Ticket Tracking system.
* Upgrade memory, hard drives, operating system
* Supported remote users with their day to day issues with Office 2010 Suite, XP/7, Sales Force, Solar related software etc.
* Manage Kaspersky Virus protection
* Administer day to day wireless issues with Laptops and Smart Phones.
* Upgraded and configured operating system from Windows XP to Windows 7.Upgraded memory replaced hard drives and troubleshoots hardware and software related issues on HP Laptops and Desktops, Utilized Dell support portal to troubleshoot and replace Dell laptops parts. (Hard drives, Memory etc.)
* Assisted in the Administration of 2008 server functions (creation and administration of user accounts; creation and administration of e-mail accounts in MS Exchange into the 2008 network, creation of mail distribution lists within the E-mail system for the users; setting permission levels for the different groups and individuals on specified folders; installation and administration of application software).
* Provision Mitel and Polycom Phone System.
* Escalate issues to Network and Admin Teams.

**EMPLOYER: Randstad for Sutter Hospitals( CONTRACTOR)**

**Sacramento, CA**

**10/12 – 12/12**

**Technical Support Advisor**

* EPIC (E.H.R) Upgrade Installation, Support and Mapping.
* Assist in day-to-day IT functions for XP/Vista/Win7 Network and end user support pertaining to Epic Support and Upgrades.
* Data and OS Migration from Win XP to Win 7.
* Planned for future capacity needs.
* Tear down of Old PC and HP printers using HW tools and Asset management systems.

**Environment:** XP/Vista/Win7, Epic, PC and HP printers, Asset management systems

**EMPLOYER: M-Power / CLIENT: Medi City Hospitals - CONTRACTOR**

**Gurgaon, India**

**12/09 – 8/12**

**Desk Support**

* Assist in day-to-day IT functions for XP/Vista/Win7 Network and end user support.
* Supported Win XP/Vista/Win7/Win 2003 on Desktops, Laptops and Win based Servers.
* Worked on regular basis with Dell, HP, Gateways, Lenovo and HP Printers.
* Configured and troubleshoot Treo, Blackberries, iPhones.
* Used remote tools Dame Ware, PC anywhere to troubleshoot issues with remote PC.
* Utilized Numara Track it and Remedy for Inventory control and Ticket Tracking.
* Utilized Point sec for data encryption.
* Utilized Symantec’s Ghost software for standardizing software installations across corporate network.
* Utilized MDT and Symantec Ghost for new builds and fresh installs.
* Managing and troubleshooting Audio Video and video conference systems
* Supported remote users’ issues with Logmein and Joinme
* Administer day to day wireless issues with Laptops and Smart Phones.
* Support 1st level SQL Server and MS Access Database
* Upgraded memory, replace hard drives and troubleshoot hardware and software issues on Dell series laptops and desktops.
* Utilized Dell support for troubleshoot and replace Dell laptops parts. (Hard drives, Memory etc.)
* Assisted in the Administration of 2008 R2 server functions (creation and administration of user accounts; creation and administration of e-mail accounts in MS Exchange into the NT network, creation of mail distribution lists within the E-mail system for the users; setting permission levels for the different groups and individuals on specified folders; installation and administration of application software). Monitored NT network activity.
* Planned for future capacity needs.
* Defined and developed reliable and secure backup and restore procedures, and prepared disaster recovery plan.
* Supported in house user 500 local and 1200 global.
* Maintained customer call records, documented customer problems and technical information in a VVN database system, resolved service issues, and developed end-user product training.
* Established, documented and published procedures and processes for the user base to effectively manage and maintain their systems.
* Standardized asset management system company-wide on PC-based equipment. Responsible for negotiating, Purchasing, and management of warranty contracts, Hardware, and Software licensing issues. Trained end users on different software packages like, MS office, Outlook, VPN and more.

**Environment:** XP/Vista/Win7, Dell, HP, Gateways, Lenovo and HP Printers, Treo, Blackberries, iPhones, Dame Ware, Numara Trackit and Remedy, Symantec’s Ghost, Citrix, Dell laptops

**EMPLOYER: Staff-Tech / CLIENT: Department of Health and Human Services Sacramento Clinics and Hospitals- CONTRACTOR**

**Associate Information Systems Analyst**

**Sacramento, CA**

**08/2007 – 04/2009**

* Assist in day-to-day IT functions for 2000/XP/Vista/Win7 Network and end user support.
* Installed, configured and supported Windows NT/2000/XP/Vista on Desktops, Laptops.
* Worked on regular basis with Dell, HP, Gateways and Xerox Printers.
* Installed configured and troubleshoot Palm, Treo, Blackberries.
* Used remote desktop tools like Logmein, VNC, to trouble shoot technical and software related issues with remote PC.
* Utilized Radia and CM for software installs.
* Utilized Numara Trackit 8.0 for Inventory control and Ticket Tracking.
* Utilized Pointsec for data encryption.
* Symantec’s Ghost software for standardizing software installations across corporate environment.
* Upgraded memory, hard drives, operating system (from Windows 98/NT to Windows 2000 PRO / XP /Vista
* Utilized Symantec Ghost for new builds and fresh installs.
* Supported remote users with their day to day issues with Citrix (client Meta frame server), Outlook 2000/Xp/Vista, Office Suite, Right Fax etc.
* Upgraded and configured operating system from Windows 2000 Pro to XP/Vista, upgraded memory, replaced hard drives and troubleshoot hardware and software issues on Dell series laptops and desktops, Utilized Dell support for troubleshoot and replace Dell laptops parts. (Hard drives, Memory etc).
* Assisted in the Administration of 2000/2003 server functions (creation and administration of user accounts; creation and administration of e-mail accounts in MS Exchange into the NT network, creation of mail distribution lists within the E-mail system for the users; setting permission levels for the different groups and individuals on specified folders; installation and administration of application software). Monitored NT network activity.
* Planned for future capacity needs. Defined and developed reliable and secure backup and restore procedures, and prepared disaster recovery plan.
* Worked with client side Metaframe Connectivity that includes trouble shooting client interface for Citrix (4.80/4.81/4.83 for NT/2000).
* Supported in house user 500 local and 1200 global.
* Maintained customer call records, documented customer problems and technical information in a SSR database system, resolved service issues, and developed end-user product training.
* Established, documented and published procedures and processes for the user base to effectively manage and maintain their systems.
* Standardized asset management system company-wide on PC-based equipment. Responsible for negotiating, Purchasing, and management of warranty contracts, Hardware, and Software licensing issues.
* Trained end users on different software packages like, MS office, Outlook, VPN.

**Environment:** 2000/XP/Vista/Win7, Dell, HP, Gateways and Xerox Printers, Palm, Treo, Blackberries, Dame Ware, VNC, Citrix

**EMPLOYER: NEC**

**Roseville, CA**

**Senior Desktop Support**

**05/2007 – 7/2007**

* Assist in day-to-day IT functions for the NT/2000/XP/2003 Network and XP/2000/NT/9x end user support.
* Installed, configured and supported Windows NT/2000/XP on Desktops and Laptops by using ghost and fresh install.
* Utilized remote desktop tools like MS remote desktop to trouble shoot technical and software related issues with remote PC.
* Worked with client side Metaframe Connectivity that includes trouble shooting client interface for Citrix.
* Supported in house user 2000 local end users.
* Maintained customer call records, documented customer problems and technical information in an On call database system, resolved service issues, and developed end-user product training.
* Utilized Symantec’s Ghost software for standardizing software installations across corporate environment.
* Used Zenworks for software installs.
* Planned for future capacity needs.

**Environment:** NT/2000/XP/2003, Desktops and Laptops, Metaframe, Citrix, Symantec’s Ghost, Zenworks

**EMPLOYER: Agreeya / CLIENT: Solutions William Sonoma - CONTRACTOR**

**Rocklin, CA.**

**Desktop Engineer/ Help Desk**

**04/2007 – 05/2007**

* Assist in day-to-day IT functions for the NT/2000/XP/2003 Network and XP/2000/NT/9x end user support.
* Configured and supported Windows NT/2000/XP on Desktops and Laptops by using ghost and fresh install.
* Assisted in SMS for software installs.
* Used remote desktop tools like PC Any Where to trouble shoot technical and software related issues with remote PC.
* Upgraded Point of Sale Software nationwide.
* Worked with client side Metaframe Connectivity that includes trouble shooting client interface for Citrix.
* Supported in house user 100 local and 2500 global.
* Maintained customer call records, documented customer problems and technical information in a Remedy database system, resolved service issues, and developed end-user product training.
* Utilized Symantec’s Ghost software for standardizing software installations across corporate environment.
* Planned for future capacity needs.

**Environment:** NT/2000/XP/2003, Desktops and Laptops, SMS, PC Any Where, Metaframe, Citrix, Remedy, Symantec’s Ghost

**EMPLOYER: Sapphire Technologies / CLIENT: CHW Mercy Hospitals - CONTRACTOR**

**Sacramento, CA**

**12/06 – 3/07**

**Senior Field support / Desktop Support**

* Assist in day-to-day IT functions for the NT/2000/XP/2003 Network and XP/2000/NT/9x end user support.
* Installed, configured and supported Windows NT/2000/XP on Desktops and Laptops by using ghost and fresh install.
* Installed configured and troubleshoot Palm Treo, Blackberries and HP printers.
* Used remote desktop tools like Dame Ware to trouble shoot technical and software related issues with remote PC.
* Used Marimba for software installs.
* Utilized Encryption software EPHD.
* Worked with various Medical related software packages like Touch Works, All Scripts, IDX, Eyslium, Doc Viewer, Med Clinic.
* Utilized Symantec’s Ghost software for standardizing software installations across corporate environment.
* Vendor for desktop and Laptop were Dell, Compaq, IBM.
* Day to day software and hardware support on Dell Inspiron Latitude and Optiplex series of Desktop and Laptop.
* Upgraded memory, hard drives, operating system (from Windows 98/NT to Windows 2000 PRO / XP ,Win7).
* Done various software upgrades and fresh installs using Ghost.
* Supported remote users with their day to day issues with Citrix (client Meta frame server), CD Burning software (Roxio 6.0 Basic), Outlook 2000/Xp/2003, ISP (CompuServe/Earthlink), Office Suite, Right Fax etc.
* Configured and upgraded operating system to Windows 2000 Pro/XP upgraded memory and replaced hard drives and troubleshoots hardware and software issues on Dell series laptops and desktops, Called DELL support for trouble shooting and replacement of Dell laptops parts. (Hard drives, Memory etc).
* Assisted in the Administration of NT/2000/2003 server functions (creation and administration of user accounts; creation and administration of e-mail accounts in MS Exchange into the NT network, creation of mail distribution lists within the E-mail system for the users; setting permission levels for the different groups and individuals on specified folders; installation and administration of application software).
* Planned for future capacity needs. Defined and developed reliable and secure backup and restore procedures, and prepared disaster recovery plan.
* Worked with client side Metaframe Connectivity that includes trouble shooting client interface for Citrix (4.80/4.81/4.83).
* Supported in house user 300 local and 200 global.
* Maintained customer call records, documented customer problems and technical information in a Remedy database system, resolved service issues, and developed end-user product training.
* Established, documented and published procedures and processes for the user base to effectively manage and maintain their systems.
* Standardized asset management system company-wide on PC-based equipment. Responsible for negotiating, Purchasing, and management of warranty contracts, Hardware, and Software licensing issues.
* Trained end users on different software packages like Citrix, IDX, Touch works, MS office, Outlook, VPN and more.

**Environment:** NT/2000/XP/2003, Palm Treo, Blackberries and HP printers, All Scripts, IDX, Eyslium, Doc Viewer, Med Clinic, Dell, Compaq, IBM, Citrix, IDX, Touch works, MS office, Outlook, VPN

**EMPLOYER: CPS Human Resource Services – FTE**

**Sacramento, CA**

**03/03 – 06/05**

**Sr. Desktop Support**

* Assisted in administering 9x/NT/2000/XP/2003 network and XP/2000/NT/9x end user support.
* Installed configured and supported Windows NT/2000/XP on Desktops and Laptops by using Ghost and fresh install.
* Provided Software and hardware support for Executone telecommunication phone system.
* Installed configured and troubleshoot Palm, Treo.
* Utilized Symantec’s Ghost software for standardizing software installations across corporate environment.
* Vendor for desktop and Laptop were Dell, Compaq, IBM, Intel, and HP.
* Day to day software and hardware support on Dell Inspiron, Latitude and Optiplex series of Desktop and Laptop.
* Upgraded memory, hard drives, operating system (from Windows 98/NT to Windows 2000 PRO and XP).
* Supported remote users with their day to day issues with Citrix (client Metaframe server), CD burning software (Roxio 5.0 Basic), Outlook 2000, ISP (CompuServe/Earthlink), Office Suite, Right Fax etc.
* Configured and upgraded operating system to Windows 2000 Pro/XP, Upgraded memory and replaced hard drives and troubleshoot hardware and software issues on Dell series laptops and desktops, Called DELL support for trouble shooting and replacement of DELL laptops parts. (Hard drives, Memory etc).
* Assisted in the Administration of NT/2000 server functions (creation and administration of user accounts; creation and administration of e-mail accounts in MS Exchange into the NT network, creation of mail distribution lists within the E-mail system for the users; setting permission levels for the different groups and individuals on specified folders; installation and administration of application software).
* Defined and developed reliable and secure backup and restore procedures, and prepared disaster recovery plan.
* Worked with client side Metaframe Connectivity that includes trouble shooting client interface for Citrix (4.80/4.81/4.83 for NT/2000).
* Supported in house user 115 local and 200 global.
* Assisted in LAN that grew from mini hub base single segment to multiple Segment Network .
* Maintained customer call records, documented customer problems and technical information in a database system, resolved service issues, and developed end-user product training.
* Established, documented and published procedures and processes for the user base to effectively manage and maintain their systems.
* Standardized asset management system company-wide on PC-based equipment.
* Responsible for negotiating, Purchasing, and management of warranty contracts, Hardware, and Software licensing issues.

**Environment:** NT/2000/XP/2003, Palm Treo, Blackberries and HP printers, All Scripts, IDX, Eyslium, Doc Viewer, Med Clinic, Dell, Compaq, IBM, Citrix, IDX, Touch works, MS office, Outlook, VPN