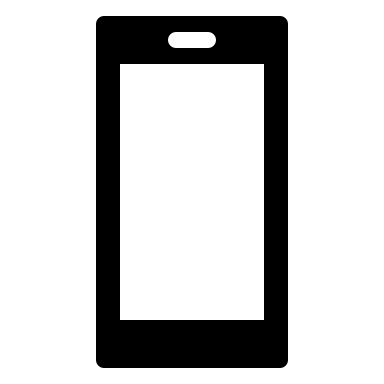
HARIS NAVEED MALIK

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**OBJECTIVE**

Seeking a position to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

**EXPERIENCE**

***Implementation Technician*** May 2020 – Present

UC Davis Health

* Work closely with IT department teams and customers to deploy IT Window & Mac PC/laptops and other client devices.
* Imaging PC’s/laptops for Win10 and making sure each machine is compatible for upgrade
* Troubleshoot collaboratively as customers integrate with our platform, guiding them through technical documentation and assessing root causes for errors
* Developing, documenting, and communicating project plans and requirements
* Making sure each machine is on right OU and right group policy on Active Directory
* Deployed local/network printers for users and making sure each machine is added on VPSX
* Work with network team to make sure every data jack is patched and live.

**PROJECTS**

***10888 White Rock (Current):***

* Deploying 600+ full desktop setup, Big Boards and laptops
* Making sure each machine works good for end user
* Installing printers from scratch and make sure EMR printing works fine
* Download software/programs for user and help them solve their issues as needed
* Documenting, and communicating project plans and requirements
* Gather specs and requirements

***ACC Project:***

* Installed new machines and upgrade old machines for customers
* Diagnose, modify and install a range of computer software, hardware, and connectivity issues
* Ensures proper configuration and performance of installed computer/mobile devices

***NAOB Project:***

* Imaging PC’s/laptops for Win10 and making sure each machine is compatible for upgrade
* Deployed local/network printers for users and making sure each machine is added on VPSX and EMR
* Deployed and managed WOW carts

***Fig’s:***

* Determine what results the department has to obtain and develop appropriate strategies to make it happen
* Reconnect/Disconnect devices from one location to other
* Departmental moves
* Work closely with network team, construction team, department manager and furniture team
* Documenting, and communicating project plans and requirements
* Respond to queries either in person or over the phone

***Desktop Support Technician*** September 2019 – May 2020

Sutter Health – Enterprise Deployment Services

* Diagnose, modify and install a range of computer software, hardware, and connectivity issues
* Run reports to determine malfunctions that continue to occur
* Create, respond to, escalate, and close tickets. Track all outstanding tickets, working with other desktop support staff, network engineers to ensure any problems are resolved in timely manner.
* Maintain the proper updates and OS patch configurations.
* Perform remote troubleshooting, setup printers and put PC’s to right OU via Active Directory.
* Respond to queries either in person or over the phone
* Ensures proper configuration and performance of installed computer/mobile devices.

**PROJECTS**

***Roseville ER Expansion Project:***

* Deployed and configured over 200 Virtual Based machines, 120 WOW carts, 20 Status Boards, 55 printers and 67 label printers and scanners.
* Worked with LAN technicians/network administrators to ensure efficient operation of the company’s desktop computing environment
* Ensured proper IT operations including, servers, user accounts, and desktop computers for facility
* Worked for Ascension Health owned medical offices and hospitals providing technical support of desktop computers, applications and related technology.

***Refresh Project:***

* Deployed over 700 pc and laptops at all Sutter Health Facilities in California
* Repair, test, image, and clean PCs, laptops, monitors, printers, and other related hardware
* Back up and burn end user data
* Assure that all tickets requiring follow-up and/or calls receive appropriate attention
* Assist in developing and documenting improvements to current processes
* Maintain, analyze, and troubleshoot software and computer peripherals

**EDUCATION**

San Joaquin Delta College Stockton, CA

* Associate in Science, Computer Science GPA 3.59

**SKILLS**

* Microsoft Office
* Customer Service
* Multi-lingual
* Cisco Packet Tracer
* Win7/10 Migration
* Python
* HTML
* Wireshark
* VMware
* CSS
* Oracle Database
* Imaging PC/Laptops
* SQL
* Active Directory
* VPSX

**ACTIVITIES**

Member, Computer Science Club, San Joaquin Delta College Nov 2017 - Dec 2019

**ACHIEVEMENTS**

Cisco Networking Academy

* IT Essentials, Course Completion Certificate May 20, 2019

San Joaquin Delta College

* President’s Honor Roll Fall 2018