**Tristan Wenceslao**

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**Summary**

* Apple Certified Support Professional and HDI Desktop Support Technician certified.
* Extensive experience with hardware and software support, and resolving network connectivity issues.
* Proficient in Apple Mac OS X 10.4 to 10.14, Microsoft Windows XP, Vista, Windows 7 and 10, Microsoft Office 2003/2007/2013/2016 and Microsoft Office 2004/2008/2011/2014/2016 for Mac.
* Quickly responds to hardware, software and network issues made through phone calls or e-mail.
* Excellent customer service and effective communication skills.
* Proven track record for diagnosing problems and consistently delivering successful solutions.

**Professional Experience**

**Rain City 3D, University Place, WA** (May 2019 to Present)

**Real Estate Photography Editor**

* Edited HDR photos of the interior and exterior of real estate properties using Adobe Lightroom and Photoshop.
* Created video highlights and walkthroughs using iMovie and Matterport for posting on social media.

**Techxpercs, University Place, WA** (August 2016 to Present)

**Owner, Computer Consultant**

* Provided on-site and telephone technical support to clients for their Apple computers and mobile devices.
* Recommended hardware and software solutions based on clients’ needs to improve efficiency.

**World Vision, Federal Way, WA** (October 2013 to June 2016)

**System Administrator II**

* Provided on-site and telephone technical support for 900 users, including remote users and users in different office locations.
* Resolved support requests concerning LAN and Wi-Fi connectivity, Internet access, Dell and Apple hardware, Microsoft and Apple software, network printers, iPhones, iPads and Nortel telephony system
* Used System Center Service Manager to create and manage support requests and tickets.
* Performed computer imaging and software deployment using System Center Configuration Manager (SCCM.)
* Acted as the Asset Manager for the organization by documenting software licenses, and tagging hardware.
* Supported the Video Teleconference system, scheduled multi-point video conferences, and assisted users in connecting with other locations.
* Administered user accounts, permissions and groups using Active Directory.
* Created, updated, and maintained end-user documents.
* Used AirWatch for mobile device management.
* Provided training and supervision for new technicians.
* Communicated with vendor support for warranty repairs and cellular issues.

**Gannett Healthcare Group, Hoffman Estates, IL** (January 2007 – June 2013)

**Technical Support Specialist**

* Provided effective on-site and telephone technical support for 200 users, including remote users and users in different office locations, to minimize downtime
* Resolved help desk requests concerning LAN and Wi-Fi connectivity, Internet access, Dell and Apple hardware, Microsoft and Apple software, network printers, cellphones, iPads and Avaya VOIP system
* Used Spiceworks to create and document trouble tickets
* Administered user accounts, permissions and groups using Active Directory
* Documented software licenses and procured additional licenses and media when required
* Managed antivirus clients on workstations through McAfee ePolicy Orchestrator
* Setup and configured PC and Mac desktops and laptops based on corporate standards
* Installed, configured, and managed a Citrix Server Farm
* Managed and performed troubleshooting of the SaxoPress Editorial and Layout system
* Communicated with vendors to escalate issues and check status of existing service requests

**UOP Honeywell, Des Plaines, IL** (August 2006 – December 2006)

**Helpdesk Analyst – Level II**

* Provided technical support and assistance for 3,000 users
* Troubleshoot users’ desktops and laptops using remote access software
* Reset users’ login accounts using Active Directory Management and SAP
* Contacted third-party Service Desks to escalate and check status of existing trouble tickets
* Documented incoming calls using Remedy Action Request System

**Siemens Enterprise Networks, Hoffman Estates, IL** (July 2005 – June 2006)

**Technical Support Analyst**

* Provided telephone support and assistance for the company’s clients, including a healthcare provider with 14,500 employees, and a financial holding company with 28,000 employees
* Escalated telephone system issues to the appropriate equipment or telephone vendor
* Contacted vendors and on-site technicians for status of existing trouble tickets
* Documented incoming calls using Remedy Action Request System

**American Imaging Management, Northbrook, IL** (November 2002 – November 2004)

**Desktop Support Specialist**

* Provided on-site desktop, network, printing and telephony support single-handedly for 200 users
* Gave basic training on logging into the network, secure password creation, and Outlook usage.
* Coordinated and performed moves, additions and changes of computer and telephone equipment, and phone and voicemail accounts
* Created, updated and troubleshoot call routing configuration for company call center using Call Pilot Application Builder
* Assisted in Windows 2000 rollout throughout the entire company
* Updated Symantec Antivirus to the latest version company-wide
* Recommended alternative solutions to common computer problems to increase business functionality

**Medion USA, Inc., Hoffman Estates, IL** (July 2002 – November 2002)

**Technical Support – Tier 2**

* Provided telephone technical support for the company’s customers
* Resolved customers’ technical problems regarding PC hardware and Windows XP software
* Recommended alternative solutions to end-user computer problems to increase efficiency and lower costs
* Communicated cause of and solutions to customers’ technical problems

**Technical Expertise**

**Systems:**

* MS-DOS, Microsoft Windows (95/98/ME/2000/XP/Vista/7/10)
* Mac OS X (10.3/10.4/10.5/10.6/10.7/10.8/10.9/10.10/10.11/10.12/10.13/10.14)
* Microsoft Windows 2000/2003/2008 Server
* Active Directory
* System Center Configuration Manager
* AirWatch Mobile Device Management (MDM)
* Microsoft Exchange Server
* Citrix Presentation Server
* Saxotech Editorial and Layout system

**Hardware:**

* Desktops from Apple, Dell and Acer, and laptops from Apple, Dell, Toshiba and HP
* Printers from Epson and HP inkjet and laser printers, Xerox Document Centre, Canon imageRunner, Konica Minolta bizhub
* Wired and Wi-Fi routers, network interface cards (NIC) and Wi-Fi adapters
* iPad (all models)

**Software:**

* MS Office Suite (95/97/2000/XP/2003/2007/2013/2016 and 2004/2008/2011/2014/2016 for Mac)
* Parallels
* VMware
* Lotus Notes 8
* Adobe Creative Suite and Creative Cloud
* Citrix Client
* Novell Netware Client
* Symantec Ghost and Norton AntiVirus
* McAfee AntiVirus

**Networking:**

* TCP/IP, LAN/WAN, Wi-Fi (802.11a/b/g/n/ac), DNS, DHCP, Ethernet

**Telephony:**

* Nortel digital phone and Avaya VOIP systems
* BlackBerry devices
* iPhone (all models)

**Education and Certifications**

**Certifications:**

* Apple Certified Support Professional
* Apple Certified Help Desk Specialist
* HDI Desktop Support Technician

**Education:**

1997 – 2001 B.S. Information Technology

University of Asia and the Pacific, Pasig City, Philippines

1993 – 1996 Majored in B.S. Electronic Communications Engineering

University of the Philippines, Diliman, Quezon City, Philippines