11412 9th Pl W Apt 1

Everett, WA 98204

(405)905-9741

Jos3ph45@gmail.com

Lawrence Wilson

Objective

Consistently recognized for technical troubleshooting skills used to rapidly and cost-effectively resolve challenging technical issues. I quickly learn and master new technology; equally successful in both team and self-directed settings.

Experience

09/16 – Present Insight Global / Seattle Children’s Hospital Seattle, WA

Service Desk and Remote Desktop Support

* Maintaining Applications for employee’s while working with Nurses as well as Residents / Doctor’s to assure access to applications like CIS, Epic, Office 365, OnBase, Jabber and Teams
* Using Active Directory to change and Unlock Passwords adding Users to File shares and Groups adding applications to Users Accounts. Using Remote Tools to help end users for printer access Adding Nurses to OmniCell and Milk Management access while actively researching fixes for issues.
* Exchange Server Access to add or remove users from shared email accounts
* Using tools like wdmserver and Director to Clear applications Reset and Reboot VDI Desktops / Supporting Mac and ipad issues.
* Creating and Maintained an Active Repour with all Customers

04/15- 07/16 HCL America Torrance, CA

Deskside Support Lead Technician

* Imaging with Ghost program and by USB and Networking
* Implementing all programs for use
* Migration to Windows 7 with Outlook
* Maintain programs for employee’s time, prepared test plans/data, and user documentation.
* On site Desk side support for 2500 end users

09/14 - 01/15 Robert Half Technology / Cox Communications Oklahoma City, OK

Helpdesk Support Analyst

* Static IP addressing working with Outlook and Porting for emails, routers and Modem traffic. Software/Hardware/Remedy/iNAV /Icoms.
* Working with Modems and making sure the modem is bridging like it’s supposed to along with IP addressing.
* Migration to Windows 7 with Outlook
* Handling 50 Calls per day

04/14-9/14 GDH Government Oklahoma City, OK

Deskside Support Tech

* Imaging/Migration/Implemented systems
* Migration to Windows 7 with Outlook
* Imaging with Ghost program
* Implementing all programs for use

01/14-3/14 Tek-systems/Southwest Airline Oklahoma City, OK

Deskside Support Tech

* Imaging/Migration/Implemented systems
* Removal of old computers/installation of new
* Migration to Windows 7 with Outlook
* Implementing all programs for use

09/13-1/14 HLP Solutions/ Hertz Oklahoma City, OK

Helpdesk Support Analyst

* Client Control
* Maintaining Customer info
* Maintenance of Web Conference Programs
* Notify Trucks for Maintenance
* Payment Verification
* Handling 50 Calls per day

05/13-09/13 Robert Half Tech/Order Matic Corp Oklahoma City, OK

Helpdesk Support

* Maintain programs responsible for employee time, money prepared test plans/data, and user documentation for customer billing systems
* Troubleshooting issues with fault-tolerant hard drives
* Identifying Computer Maintenance
* Working with POS machines
* Handling 50 Calls per day

06/12-4/13 Sprint Nextel Oklahoma City, OK

Helpdesk Broadband Support

* Handling 50 Calls per day
* Maintaining Customer info
* Cell Phone support for clients. Including iphones
* Wi-Fi Pro

05/11- 05/12 Apex Systems Oklahoma City, OK

Help Desk Specialist

Education

11/09-0510 Mid-Del Technology Center Midwest City, OK

* Computer Installation/Repair
* Troubleshooting Hardwar/Software Issues / 480 Hours / GED acquired at Rose State College

03/14-Present ITT Technical Institute Oklahoma City, OK

Pursuing an Associates in Network Systems Administration

Military Experience

08/84-08/89

* Filing record and coding and patient Activities
* Military Records Clerk
* Inputting Doctor’s Notes

Interests

gardening, carpentry, computers, Gaming Walking and Hiking