**Charlene Garrett**

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**EXPERIENCE**

**Desktop Support Technician**  July 2021 – Aug-2021

Link Technology| Las Vegas, NV

**Venetian Sands Migration**

* Analyze user accounts pre-migration Sands account, and resolve issues
* Pre-migration verify access to SharePoint and One note location to map to the correct location after migration
* Remote into desktop using Bomgar software, ran migration script, created new accounts on Venetian Domain
* Migrated 2000+ users accounts, laptops, desktops, iPads, and smart phone, from Sand to Venetian domain with a 95% success rate
* Reconfiguration of iPhone and iPads from factory reset to installation of company approved applications, Reissue tokens
* Reconfiguration of smart devices with encryption and user access control via zcaler
* Created new mail profile in Outlook and resolved any post migrations Office 365 issues.

**Desktop- IT Support Technician September 2020 – Nov-2020**

Link Technology| Las Vegas, NV

**Clark County Elections Department**

* SCCM image, collections, software management, deployment management, Windows 10 deployments via SCCM
* Image voter's registration laptops
* TCP/IP, DHCP, and DNS network protocols and services
* Set up the IT network and printers at the tent voting sites across Nevada
* Set up Kiosk for voter's registration check-in process, pairing the tablets and laptops
* Calibrated scanners, card readers, to prevent voter's software from malfunctioning
* Troubleshoot and resolve hardware and voter’s registration software issues, network, connectivity issues, at voting sites
* Provide Tier II Support for network issues for Northwest voting Sites, Blue Diamond, Las Vegas Strip, Arroyo

**Desktop – SCCM Analyst Technician July 2017 – December 2019**

Pyramid Consulting, ID Excel, Agenesis | Dallas – Ft. Worth Metroplex, TX

* Windows 10 upgrade project, in large enterprise environments with 5K+ machines.
* TCP/IP, DHCP, and DNS network protocols
* Assist Global Desktop Engineer with integration of imaging activities through SCCM
* Under supervision, manage, Collections/Packages/Applications within SCCM, provide integrated solutions utilizing a variety of software products with a focus on Microsoft Windows environment
* Under general guidance from engineer troubleshoot failed Window 10 systems deployments
* Under the engineer guidance analyze SCCM log files, provide patch management support and maintenance window operations
* PXE Boot PC Imaging to Install Windows10 OS, group policy, and required software for various departments, troubleshoot, and resolve issues
* Active Directory account management, SCCM (Microsoft System Center Configuration Manager) to deploy operating system, software applications, and imaging collections management (e.g., re-image, Windows 10), Service Now and Jira ticketing systems.
* Group policies, McAfee drive encryption, anti-virus software, Windows domain networking, local area networking
* Experience installing, configuring, and troubleshooting computer hardware such as hard drives, memory, and other components
* Providing 2nd and 3rd tier desktop Support, PC desktops, laptops, mobile devices, LAN connectivity
* Install, configure, deploy, test, and support Microsoft Office 365, software, patches via SCCM to Windows Software Center
* Work with Dell or other vendors for hardware under warranty and end user IT support.
* Thin Client Deployments, troubleshoot virtual Citrix and VM Ware desktop sessions.
* Collaborated closely with engineers, networking, and other teams to evaluate solutions to resolve reported computer/ software problems and outages.

**Desktop-Deployment Analyst** January 2017 – June 2017

Blue Cross/ Blue Shield

* SCCM (Microsoft System Center Configuration Manager) to deploy operating system and software applications, image collections management (e.g., re-image, Windows 10),
* Active Directory, Group policies, McAfee drive encryption, anti-virus software, Windows domain networking, local area networking. Inventory management, computer hardware, software break-fix support, imaging, deployment.

Install, configure deploy, and support, Microsoft Office 365 computer software

* Provide Tier II level support for network issues that come through the customer support center
* Service Now and Jira ticketing systems
* Opti Bot scripts to resolve computer and hardware issues in Windows environment.

**IT Support – SCCM Technician – Full Time** January 2016 - January 2017

Hilton Worldwide Hotels| Carrollton, TX Part- Time January 2015- January 2016

* Build and deploy desktops and laptops using SCCM imaging
* Routine software deployments via Microsoft System Center Configuration Manager (SCCM)
* Provide Tier II level support for 10,000 remote employees and reservation agents network issues, Windows 10 OS, MS Office 365, that come through the customer support center
* Active Directory and RSA Tokens, password reset/unlock accounts for US Domain.
* Windows 7 & 10, Microsoft Office troubleshooting, software deployment via SCCM
* Install, configure, troubleshoot computer hardware, software, and network equipment.
* Provided technical support for virtual desktops, VPNs, passwords, software applications, for Hilton work at home population with a 98% resolution rate.
* Worked closely with Hilton franchise owners to provide information technology support to the hotels

**IT - Desktop Support** July 2015- July 2016

Capital One | Plano, TX

* Install, configure, troubleshoot computer hardware, software, and network equipment
* Troubleshoot, and resolve all business customer online account issues and applications.
* Received and escalated inbound calls of various levels of complexity to troubleshoot hardware, software technical issues, tablets, phones, debit-credit cards, lines of credit, HELOC, merchant and treasury services for business customers with a 95% resolution rate.
* Performed Quality Assurance Testing for call center auto failures calls, 92% Resolution rate.
* Test Windows 10 operating system/application features and functionality to prepare for OS upgrades, PC imaging, new employee deployments.

**Desktop Support- Ecommerce Call Center Support** May 2014- July 2015

Kohl’s Call Center

* Provided Helpdesk and desktop support, configured and image deployment computers for employees.
* Install, configure, diagnose, and repair hardware, software and network equipment, system imaging, deployments, hardware break-fix support.
* Troubleshoot computers, smartphones, iPad, and credit card issues for Kohl’s customer’s online purchases accounts.
* Monitored ticket queues to ensure timely and accurate solutions to hardware/software issues for employees. Driving incidents through to resolution.

**EDUCATION**

Augusta State University | Bachelor of Science in Computer Science GPA: 3.3/4.0

**SKILLS**

WAN, LAN, VPN, TCP/IP, DNS, (DHCP) |Routers| WAP| Networking| Microsoft Office Suite | Windows 10 | Office 365|Microsoft Active Directory| Microsoft System Center Configuration Manager (SSCM)| Imaging| Deployments| Migrations| iOS | Android| iPhone and iPad| Hardware & Software Installation & Troubleshooting| Incident Management| Service Now | VM Ware| Citrix| Customer Service Professional | Team Player