**Larry Giacomini** [**larrygiacomini@comcast.net**](mailto:larrygiacomini@comcast.net) **9990 Tesla Rd,**

**Livermore Ca. 94550 707-508-9883**

**Professional Summary**

An A+, Network+, and MCP certified technician with overall 18 years of

working experience in the fields of Networking, Hardware, Software, Help Desk, and Security. Configures Microsoft Outlook 2007, 2010, 2013 and 365. Basic experience with MAC Desktops computers. Maintains, analyzes, troubleshoots, and repairs computer systems, hardware, and computer peripherals. Provides technical support to end users via desk side visits. Installs Wireless Network’s & Security. Supports Microsoft Windows XP, W7, W8.

# Core Skills

* Team Leadership Sales Management
* Customer Relations Staff Training & Development
* Client, Vendor Relations Desktop Support

# Technical Skills

Microsoft Office 2007, 2010, 2013. 2016 365

Implementation of Server replacements and Desktops Provide Desktop & Network Support

Network – Cabling, Mounting Wall Rack’s, and Network

Helpdesk support remote support - Logmein, Team Viewer and many others Support and Configuration of Microsoft Server 2008R2 SBS, 2010 SBS and 2012R2 AD

Implementation and Configuration of Hardware Firewalls Configuration of Network Printer’s

Supported Microsoft Windows XP, W7, W8, and W10 Installed Wireless Network’s

Software, applying security hot fixes and patches, and backups Virus’s and Spyware Protection and Removal

Installations & Configuration of POS systems printers and scanners Setup MAC Computers to local Network and Printers

Mobile devices – Blackberry, iPhone, iPads, Androids Ticketing Application – Autotask, Commit, Kaseya. N-able, Continuum 24/7, Service Now

**Certifications** CompTIA A+ CompTIA Network+ Microsoft MCP

Dell Desktop Certified

# Education

Empire College Santa Rosa, CA

Associate Degree in Computer Science / Specializing in Security and Cisco Certification Program (A+, Network+, Microsoft, Security, and Cisco) Computer Support Specialist Program

Graduated with Dean’s Honors

# Professional Experience

# E-IT Professionals

**Desktop Technician (**November 3 – Current)

* Short Term Contract for Clorox Company
* W7 to W10 Project
* Imaging Laptop and Shipping out to home user

**Stewart Title Guaranty**

**Desktop Engineer II Field Support** (March 2018 – October 8 2020)

* On-Site and Global Support desktop, laptops, copier / printers, and software applications such as Microsoft Office 2010, 2016, and Office 365, Adobe Acrobat, Cisco VOIP Phones and Desktop Smartphones
* Setup Home User Support and Setup
* Ensuring that all desktop, laptops conform to standard system configurations, and that all appropriate documentation, system images are maintained, Encrypting Hard Drives Blocker
* Remote Desktop Support application used Bomgar and Teams Shared Desktop
* Active Directory Support for End user Account Lockout’s and Computer management
* Upgrading Laptop and PC’s
* Provide Hardware Support Laptops and Desktop
* Data Migration, System Backup System Restore
* Hardware and Software Support for PC and Laptops
* Configuring Network Printers and Copiers and Providing Support
* Conference Room Support – Assisting with equipment & user setup
* Assist the Network team with On-Site support of all Physical Layer of the Network, Switches, Network Patch Panels, and Cabling
* VPN Setup and Configuration for Home user and Sales Team
* iPhone Support
* Manage Ticket’s using Service Now
* Citirx Application Support

**CompuCom**

**Deskside Support for GE Nuclear** (January 25, 2016 – February 2018)

* On-Site Support desktop, laptops, copier / printers and software applications such as Microsoft Office 2010 and 2016 365 (Word, Excel PowerPoint and Outlook), Adobe Acrobat, and Internet Explorer and VPN’s
* Insuring that all desktop, laptops conform to standard system configurations, and that all appropriate documentation, system images are maintained
* Provide oversight for computer equipment inventory and auditing
* Upgrading Laptop and PC’s
* Provide Hardware Support Laptops and Desktop
* Conference Room Support – Assisting with equipment & user setup
* Data Migration
* Responsible for making sure Hard Drives Encrypted
* Extracting Data from Encrypted Hard Drives
* Hardware and Software Support for PC and Laptops
* Configuring Network Printers and Copiers and Providing Support
* Assist the Network team with On-Site support of all Physical Layer of the Network, Switches, Network Patch Panels, and Cabling
* Responsible For RSA Tokens (Assigning and Collecting and help remote user connecting to Network using there tokens)
* Help user with MobileIron Android & IOS
* Manage Ticket’s using Service Now

Freelance Works (November 2014 – December 2015) IT Technician/Desktop Support

* Installs, repairs and conducts preventive maintenance of personal computer by providing technical support.
* Installations of Wireless Networks

# Fusion Technologies LLC – Healdsburg, Ca

Technical Consultant VP of Operation’s (November 2007 – October 2014)

* Worked as lead support for migration of exchange to cloud exchange
* Microsoft Offi ce 2007, 2010, and 2013 365
* Outlook 2007, 2010, 2013 and 365 configuration
* Implementation of Server replacements and Desktops
* Provide Desktop & Network Support
* Network Cabling
* Dental and Digital Imaging Software for New Offi ces and Upgrading
* Helpdesk support remote support - Logmein, Team Viewer and many others
* Support and Configuration of Microsoft Server 2008R2 SBS, 2010 SBS and 2013
* Setup and Support All Network Switches
* Implementation and Configuration of Hardware Firewalls
* Configuration of Network Printer’s
* Supported Microsoft Windows XP, W7, W8
* Installed Wireless Network’s & Security
* Software, applying security hot fixes and patches, and backups
* Virus’s and Spyware Protection and Removal
* Installations & Configuration of POS systems printers and scanners
* Smartphone setup with exchange
* Setup MAC Computers to local Network and Printers
* Mobile devices – Blackberry, iPhone, iPads, Androids
* Ticket Application – Autotask

# Orbinex Industries, Santa Rosa, CA.

Technical Support (2002 – Oct. 2007)

* Supported servers and desktops
* Supported Network Printers
* Maintained networks infrastructure
* Performed migration from Windows 98 to XP and W7
* Main Support for Mortgage Companies and Dental Offi ces
* Supported POS Systems