**Daniel Bussel – Mesa AZ**

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**Technical Skills Profile:**

Computer Repair

PC Refresh

Break / Fix

Customer Service

Break-fix

Network Troubleshooting

Machine Imaging

Patch Cabling

Panduit Labeler

Link Runner

Printer Deployments

PC Deployments

SCCM basics

ITSM

CMDB

BMC Remedy Ticketing

PuTTYgen

Documentation

Link Runner

Windows 7

Windows 10

Active Directory

**Summary**

My experience is centered specifically around Windows 7 and 10 but ranges from W95-W10 . 13 years of total related experience performing hardware / network break fix issues .From complete tear downs of desktops/laptops to finding the right combination of network configuration settings to get the user up and running. My Work on W7 and W10 has been with deployments, data migration,imaging,hardware replacement and diagnostics, and general next day support with basic 0365 setup , driver and software issues.

**Professional Experience:**

**Peak Systems**

10/2018 - Current

*IT Support Contractor*

* Performed PC refresh assignments involving Windows 7 to Windows 10 migrations. This included backing up any necessary client files to their cloud drive before starting the process . For the Image update process was usually done via PXE boot. Migrations were usually done with a combo of parallel ethernet and a flash drive. Swapped peripherals along with the machines.
* Responsible for A3 thin client deployment and disk wipes utilizing the Windows 7 and 10 environment.
* Configured BIOS settings when applicable for secure boot or bit locker settings
* HP printer deployments

**ManpowerGroup/NCR Corporation**

*06/2018-09/2018*

*Desktop Support Engineer*

* Supported the BMW end user base of 10,000 employees performing break-fix and network troubleshooting , traveling between buildings by foot or golf cart.
* Performed group policy and active directory changes by rejoining users to the local domain, updating user information, made appropriate changes to their machine , if needed , so they could continue working with a new lease.
* Assigned new network information (DNS, IP, Gateway, Etc.)
* Imaged machines Via PXE boot from the network or flash drive after selecting the appropriate settings based on user profile via MDT.
* Performed patch cabling and configuration of server closets.
* Used ITSM and BMC Remedy daily with importance of SLA's
* Documented work from user tickets using PuTTYgen
* Utilized Panduit Labeler for patch cabling and Link Runner for port checking
* Machines included Windows 7/10 laptops, towers, GTECH tablets, and smart phones

**Aerotek/Intralot** *04-2018 to 06-2018*

*Field Technician Contractor*

* Short term contract assignment troubleshooting lottery terminals and related hardware such as printers and monitors
* Collected equipment in the 2nd phase of the contract
* Received and responded to service calls via dispatched email in timely manner

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**CompuCom**

04-17 to 04-17

Windows XP to Windows 7 migration for BBT Bank with 85 users.

**Education:**

**Hamilton City GED**

*General Education Diploma*