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**Andrew Timmons**

**I.T. Analyst**

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**“Serving the San Francisco Bay Area for over 35 years”**

**SUMMARY**

Have been trained on Remedy ITSM for a ticketing system. 20 plus years of Tier l, and 2, Helpdesk Support performing migrations, updates, troubleshooting, deployments, break fix, installs, roll outs, imaging, mirroring, phone support, push updates and permissions. Have used MS Easy Transfer in Windows 10 to migrate employees from old machine to new one. Performed data analytics for technical staff+ and clients. Replaced a switch for Senator Feinstein last spring in San Francisco at her downtown office on Post St. If I listed all the IT firms I’ve worked for part-time my resume would be twice as long. Part-time suited my purposes while I was going to school but now I’d like to find something more permanent. The escalation stops here!

**EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**J.P. Morgan Chase Bank 1390 N. Main St. Walnut Creek, CA. 05/04/21**

**Field Technician**

Install of 5 new Dell DVI’s onto existing network. (one day project)

**Environment: Dell DVI’s, RJ-45 cabling.**

**J.P. Morgan Chase Bank 1390 N. Main St. Walnut Creek, CA. 04/2021 to 04/2021**

**Field Technician**

Install Cisco DX380 Teleconferencing system (one day project)

**Environment: Dell DVI’s, Win 10, RJ-45 cabling.**

**Bank of America 555 California St. S.F., CA. 30th**

**Field Technician 03/30/2021 to 04/01/2021**

Roll out of new desktop computers and monitors for Bank of America. (Three day project)

**Environment: Dell Desktops, Win 10, Synch monitors.**

**Diebold 2455 Hopyard Rd. Pleasanton 11/2020 to 12/2020**

**Field Technician** Upgrade of BIOS and AMT of all US Bank ATM’S in California and Oregon.

**Diebold 2455 Hopyard Rd. Pleasanton 08/01/20 to 08/31/20**

**Field Technician**

Repair of ATM's for Bank of Americas across the east bay, and Oregon. POC-Maggie Duckstad (732)-333-5901

**Environment: Windows 7**

**Lyft 1066 W. Grand Ave. Oakland, CA. Driver 10/06/19 to 07/30/20**

Drive clients to their various destinations averaging 10 to 12 hours a day over the entire bay area **Alameda Health**

**Systems Information Services Dept. (client) 1411 31st St. Oak. CA. 946005**

**Information Systems Analyst 05/23/19 to 07/08/19**

Responsible for assisting in the completion of many projects all of which centered around the going live of the software Epic, which we implemented by replacing all Dell Wyse 5070 thin clients. During TDR (Training, Dress Rehearsal), we tested the peripherals for functionality depending on where the workstation was located. If it were located in the admissions unit, we'd have to test the Topaz signature device. However, if it were located in the Emergency Department we'd know to test for other devices such as the barcode readers. The Epic testing required we touch all devices in every AHS facility which meant travelling to about a half dozen sites located in Oakland, Alameda, and San Leandro. If we came across a device that showed no machine name in Epic, we contacted our bridge line for assistance. They would then look up the device in AD to see if it was there, or (in most cases) if the device simply hadn't been built out correctly.

**Environment:** Epic .software, Dell Wyse 5070 thin clients, Topaz signature devices, barcode readers, Win 10, and Active Directory.

**MSCI 2100 Milvia St. Berkeley, CA 11/05/18 to 06/26/19**

**Migration** **Specialist** Assisted Vice-President Regional Field Services Americas (Gilbert Buvelot) in the migration of their global offices from Windows 7 to Windows 10. Build Win 10 v.1709, adding internet proxy, SCCM v.1806 and USMT console v. 5.1 migration via capture and restore, app deployment, run Lenovo updates, Spectrum "wanna cry” patch, renaming convention for machine names in Active Directory through Power Shell, force group policy updates, load modules into Power shell, C.L.I. for ipconfig/release, renew, and flush DNS, configure Bit locker, O365, O365 repair, Remote Desktop Connection to verify functionality of apps for execs when unable to contact. Use Run-book procedures to) prep for user migration, deployments, decommissions, E-Waste inventory, Plantronics headsets, Cisco phones, WebEx meetings daily regarding status of migrations. This consisted of installing new Cisco 9500 switches, building Lenovo desktops and laptops, Running patches, updates, then putting on rack switch in Comms so updates will auto run until ready for shipping to the various offices around the world. A/V equipment checks, adding permissions for RDP users, Administrator privileges, remote assistance, and Access Control. Completed Vitalyst training for Windows 10-20181117 0840-1.

**Environment:** Win 7 & 10, Power shell, Active Directory, RSA tokens, Outlook, MCX3200 Projector, Sharp Notavision projector, Videyo, CLI, WebEx, O365, Skype, USMT tool, and Outlook. P320, P330, M series, X220, X240, X260, T460, T470, T480, P50, P52, and MS Surface Books.

**A.T.T. / I.B.M. 5001 Executive Parkway, San Ramon, Ca.**

**Desktop Analyst**  **06/04/2018 to 10/26/2018**

The client was A.T.+T. I reported to I.B.M. who managed the “I.Q. Bar.” Responsible for analyzing, diagnosing, maintaining, and repairing all of A.T.+T’s Corporate Executive desktops, laptops, and peripherals. This consists mainly of Lease rolls, Re-imaging, joining to the domain, naming convention, setting up RSA soft tokens to their Android or Mac cellphones, data transfers, data restores, checking .pst's, synching E-vault to Outlook, adding software, setting up their Wi-Fi, utilizing the Point Sec tools, and restoring of user data while maintaining the SLA, and reporting everything into the ticketing system. We normally worked on five systems at a time. At most I worked eight at once. E**nvironment:** Windows 7 10, Point Sec, Evolve Bulk Loader, Active Directory, Acorn external hard drives. Administrative Rights, RSA tokens, Toshiba, Dell, Laptops desktops, and peripherals.

**Allergan Pleasanton, CA. Migration Specialist 01/18 to 02/18**

Copied users’ personal files to external HD, and then loaded Windows 10 onto the system. Then loaded personal data back onto the computer after the new O.S. was done. The process also included setting up the users Outlook, Edge, Office 365, I.E. and saving their profile folders in Box. This required traveling to their Livermore, Pleasanton, and Dublin campuses.

**Environment:** Windows 7, 10, M.S. Edge, SharePoint, Outlook, Box, External HD’s.

**Tech Service Today Boca Raton, FL. 11/20/2017 to 01/2018 . I.T. Field Analyst**

Sub-contracted various Service Calls representing TST. Ranged from replacing servers for a Dental office to installing printers for use by both Mac and Windows machines in the common area for tenants of a high end co-op. One of the residents decided to make the service call interesting by changing the language of the menu on the HP printer to Hebrew. This was part-time and the calls usually took only a few hours. This was maybe twice a week when they called.

**Environment:** Windows 7, 10, M.S. Edge, SharePoint, Outlook

**PG&E San Francisco, CA. 09/15/17 to 11/24/2017**  **Migration Analyst Migration Analyst** Wipe and loads, in-place, and Lifecycle of machines with Windows 7 to Windows 10. Tier 2 mitigation of issues in Outlook, Windows 10, or Windows 7. Desk side at the G.O. and other bay area locations. (PG&E pulled the plug on this project)

**Environment:** MS Outlook, SharePoint, Windows 7 and 10, External HD’s, and Remedy.

**Easter Seals Concord, CA. 07/21/17 to 07/03/17 7 Security Update Specialist** Security upgrades of firmware and software for all 200 employees.

**Environment:** Windows 7, VPN’s (Pulse and Net Connection), and Juniper Networks.

**Theravance Biopharmaceutical Oyster Point, S.F 06/09/17 to 06/15/17**

**Desktop Analyst**

Desktop support, ghost imaging of laptops, password, and printer problems etc. Filled in while other tech was out of the country

**Environment:** Windows 7, Symantec’s Ghost Imaging 1.1 via USB.

**Jeffries Realty(Client) S.F. 06/02/17 to 06/05/17** .  **Field Technician** Disconnects and recon of all computer equipment, and Desktop Support.

**Environment:** Docking stations, thin clients, monitors, desktop systems, mice, and keyboards.

**Sims Recycling Solutions Roseville, CA. / Bank of America**

**Network Technician 03/21/17 to 04/12/17**

Network Salvage which included rack and stack, removal of patch cables, switches, routers, blade switches, and power sources. Removal of hard drives for destruction and resale of blade switches part-time. This was whenever Sims happened to be in the bay area at multiple locations including Bank of America’s large data center in Concord, and Phoenix in Santa Clara.

**Environment:** Cisco Catalyst 3650, 2800, 3800, 6500, 7500 routers, ProLiant 400’s, HP Blade Switches

**JP Morgan Chase (multiple bay area locations) 10/2016 to 03/2017**

**Field Technician.**

Consisted mostly of IT Support duties such as performing upgrades, installs, and roll outs of various IT firms.

**Environment:** Window 7/10, Thin Clients HP800-G2, Dell Monitors, Androids, Cirrus, Mac El Capitan, Sierra, and Cisco Catalyst 3650’s, and HP 400 ProLiant’s.

**Thoratec (Saint Jude Medical/NKA Abbott Group) Pleasanton, CA. 03/07/16 to 07/03/2017**

**IT Security Analyst**

Detection and removalof Conficker worm from infected systems. Also assisted the IT team with their migration to their new OU which included handling typical IT support tickets such as imaging of laptops, phone support, printer issues, and scheduling of vendors to service peripherals covered by contract. Also responsible for inventory of almost 200 different devices for recyc2ling. This involved recording the asset tag, serial number, and model number in Excel for each device, collecting the equipment, moving it to storage, and coordinating with the Recycle Agency for pick-up. The machines consisted mainly of E.O.L. monitors, desktops, phone equipment, and printers. Would occasionally have to troubleshoot the AV / Video equipment for conference room speakers who were unfamiliar with the equipment, and or equipment had malfunctioned.

**Environment:** Windows 8, Remedy ITSM, Cisco, VOIP, VMware, RSA tokens, Laptop Imaging, Bomgar, MS Excel, Shore Tel, and Active Directory.

**Bank of America (Concord large data center facility) Network Technician 08/18/2016 to 07/04/2017**

Responded to calls from our dispatch regarding routers and switches that are no longer functioning properly for Bank of America’s large data center in Concord, Ca. Provide link for vendors to assist with repairs by utilizing company cell phone as a hot spot, then input IP address into Putty on laptop, and connect to router via console cable. Disconnects and installs of Avaya and Cisco model phones. Then verify integrity using an Ether Scope II Fluke tester. Rack & stack new switches, back up batteries, firewalls, replacement of fiber optic and Ethernet cables. (Contracted by NESCO Resources representing HP for Black Box Smart Hands)

**Environment:** Fluke tester, Cisco routers and switches, F5’s, Putty, Active Directory, TCP/IP, fiber optic and Ethernet cabling of routers, power source removal and installation, Sun Microsystems firewalls and switches, Remedy ITSM and Wireshark.

**Corporate Safeway Pleasanton, CA. 03/2017 to 05/2017**

**Field Service Technician**

Upgraded machines from XP to Window 7 for all Safeway plant employees. Required travel to different plants in Richmond, San Leandro, & Merced. Also ran patches to the registry & handled R.O.S.S. support then was transferred to the corporate side and gathered data in Excel for the technician analytics to do upgrades.

**Environment:** Remedy ITSM, XP, Windows 7, Active Directory, MS Excel and Outlook.

**Bank of America Concord, CA. 08/2016 to 10/2016**

**Network Technician**

Represented Hewlett Packard to our clients at corporate Bank of America in Concord, CA Migration from Windows XP to Windows 7 on client’s laptops & desktop systems made by Dell & H.P. Met with the clients in the morning to give them an idea of how long they’d be without their laptops, how our procedure would work. Collect their list of any special apps they use, and then instruct them all to change their password to the same thing. Then I’d collect their laptops and head up to the lab to start the process. Also tracked the systems & provided ROSS (Rapid On Site Support). Once the upgrade to Windows 7 was complete we’d push whatever programs were on the client’s list, check our screenshots of My Documents, Programs, and a few others to make certain we migrated everything, add Bit Locker, the VPN, and call the client to see if they’re at their desk for delivery of their laptop.

**Environment:** Windows XP, 7, Remedy ITSM ticketing, LDMT Large Data Management Tool), and SCCM 2012.

**Charles Schwab / Chase Manhattan 6/15 to 10/15**

**Field Service Technician**

Installation of various devices for clients locally. Mostly roll outs of monitors for Charles Schwab’s various locations throughout the bay area, and network printers for Chase Manhattan.

**Environment:** Laptops, monitors, and printers by Dell and HP.

**EDUCATION**

* **Associates of Science Degree** in Networking & Systems Administration **12/12/2013**
* **Bachelor’s Degree** in Cybersecurity **03/04/2016**
* **Project Manager for Capstone Project**  **09/21/2013**

As project manager I lead four other techs using Fluke testers & mod-taps to re-terminate all patch cables on all three floors of the downtown Berkeley YMCA from the ports to the switch. This included mapping all ports in the building for the client utilizing MS Access, Share point, Excel, and MS Project.

**CERTIFICATIONS**

* LENOVO Think Centre Service Training-Best Practices (RDD08-BP**) 10/12/2016**
* LENOVO Think Centre Service Training-Best Practices (RTD08) **10/13/2016**
* IBM ThinkPad Service Training (RTD08)  **10/12/2016**
* Global Onsite Service Training for Bank of America  **03/10/2017**
* Bank of America Onsite Service Training Test for Network Technicians **03/09/2017**

**CERTIFICATIONS (Collegiate)**

* Certificate of Achievement for maintaining 3.8 – 4.0 GPA **04/16/2013**
* Certificate of Achievement for perfect attendance (Several) **07/16/2013**
* Certificate of completion HIPPA Privacy and Security course **03/08/2016**

**ORGANIZATIONS**

* Member of ISSA (The militant group is ISIS) **04/01/2014**
* National Technical Honor Society 0**1/01/2016**
* Global Tennis Network https://globaltennis network.com **06/01/2017**

**Remedy Training**

* BMC Remedy ITSM Incident Management Practice Scenarios **08/28/2014**
* BMC Remedy ITSM Incident Management Training **08/29/2014**
* BMC Remedy Incident Management Recorded Training **08/29/2014**
* IT Services Management Process and Tool Overview  **08/29/2014**
* IT Services Management Service Asset Configuration Management Operational Training **08/29/2014**
* IT Services Management Change Management and Change Evaluation Process **11/24/2014**
* BMC Remedy ITSM Incident Management Training – Assessment **09/09/2014**
* 2014 Enterprise Privacy **09/09/2014**

**Windows 10 Advanced Training Course**

* Five hour intensive training which allows you to resolve common issues resulting from changes to the Windows start menu and system, understand group policies for office, optimize app performance, perform troubleshooting procedures in Office apps, and with files, manage One Drive, clear the Upload center cache, and understand the Process Explorer, and Process Monitor. This includes command prompt delete files, disk clean up, scan disk, checking for corruption in the O.S, backing up files, and resetting apps in Windows 10. **11/27/2018**

**Cyber Safety (Insider Threats)**

* 30 minute beginner course on cyber threats with a test afterwards. **03/11/2019**

**REFERENCES**

**Maggie Duckstad Partners in Tech Services 990 Corporate Dr. #610 New York, N.Y. 11590 (732)-333-5901**

**Stuart Solomowitz Peak Systems Inc. 25 W. 31st St. N.Y.C. 10001 (732)-693-4560**