**OBJECTIVE:**

Unleash my excellent customer service skills, mad PC skills and endless creativity

**EMPLOYMENT:**

**Windows 10 Technician**

**Karl Storz, *El Segundo CA***

Sep 2019 – Current (Contract with KForce)

* Image Dell laptops using PXE and SCCM
* Install additional necessary software to Windows 10 image
* Backup user Windows 7 data using script or Windows Easy Transfer
* Restore user data to Windows 10 using script or Windows Easy Transfer
* Add users and computer to printer groups and software groups
* Replace out of warranty laptops and devices
* Reimage laptops under warranty

**Field Tech Associate**

**Cedars- Sinai, *Torrance CA***

Jul 2019 – Aug 2019 (Contract with NTT Data)

* Image Dell desktops and laptops using PXE and SCCM
* Install additional necessary software to Windows 10 image
* Backup user Windows 7 data using Windows Easy Transfer
* Restore user data to Windows 10 using Windows Easy Transfer
* Map printers
* Roll out new desktops and laptops to users
* Provide training

**Service Desk Engineer II (for AMDPI)**

**Allied Digital, *Torrance CA***

Oct 2017 – Mar 2018 (Contract with Irvine Technology Corporation)

* Install and setup Office 2016 and wipeout previous versions of Office
* Train users on how to use the Portal and OneDrive for Business
* Troubleshoot issues with Office 2016, SharePoint, Outlook, OneDrive and Skype for Business
* Remotely connect to customers using LANDesk, ScreenConnect and RDP
* Troubleshoot dental software and hardware such as Improvis and Schick X-ray sensors
* Reset passwords and unlock accounts for various software

**Microsoft Office 365 Concierge Ambassador**

**Avanade, *Remote Location***

Sep 2015 – Jun 2016(Contract with Central Business Solutions)

* Assist small and medium Office 365 tenants with the on-boarding process and account setup
* Provide ongoing support to Microsoft Office 365 customers
* Troubleshoot technical solutions related Microsoft Office 365, SharePoint, Exchange, OneDrive for Business, and Skype for Business
* Remotely connect to customer using LogMeIn to troubleshoot OS, Office 365 issues
* Tested and provided PowerShell scripts to administer Office 365
* Submit feedback regarding Microsoft processes and support tools

**IT Analyst**

**Breville USA, *Torrance, CA***

Oct 2014 – July 2015 (Contract with Pacific Technical Search, Inc.)

* Troubleshoot desktop, laptop and printer issues
* Image and prep laptops and desktops for new users
* Administer users of Office365, AD
* Roll out Apple phones and transfer data from old, also iCloud backup and photo recovery
* Swap out backup tapes

**Network Administrator/Desktop Support Specialist**

**Pancreatic Cancer Action Network, *Manhattan Beach, CA***

Nov 2005 – Jan 2014

* Transitioned POP email to Exchange 2003 to BPOS, Office 365
* Harnessed the Cloud for document backups using OneDrive
* Supported CRM, Raiser’s Edge
* Introduced ticketing system, SysAid, Spiceworks
* Setup file, print and backups servers
* Migrated XP users to Windows 7
* Upgraded Small Business Server 2003 to Windows Server 2008
* Administered AD, Office 365 using tools and PowerShell
* Consolidated systems into Hyper-V then later to a VMware environment
* Trained users in Office365 and Cisco phones

**Backups Administrator**

**Great American Custom Insurance, *Los Angeles, CA***

Mar 2005 – Nov 2005 (Contract with iSpace)

* Restored DAT/DLT tapes to Netware Server
* Backed up restored data to LTO tapes
* Documented procedures

**Helpdesk Technician**

**Tone Software, Inc., *Anaheim, CA***

Jan 2004 – Nov 2004

* Supported mixed Windows 98/2000/XP and Linux environment
* Setup Active Directory 2003 environment
* Setup a modem pool
* Built bare bone PCs

**Information Technology Analyst**

**Singer, Lewak, Greenbaum and Goldstein, *West LA, CA***

Mar 2003 – Jan 2004

* Supported Windows 98/2000/XP
* Maintained Exchange 2003, Active Directory 2003
* Configured software and hardware including PDAs and Blackberrys
* Administered backups
* Supported CRM, InterAction

**Desktop Support Specialist**

**Lumos Technologies, *Santa Monica, CA***

July 2000 – Jan 2003

* Supported Windows 98/2000/XP
* Maintained Linux servers
* Setup Windows 2000 File Server
* Administered Active Directory 2000
* Administered backups
* Configured workstations and notebooks

**Helpdesk Representative**

**Keenan & Associates, *Torrance, CA***

Mar 1997 – July 2000

* Supported over 600 users Onsite/offsite and phone
* Supported mixed Windows and Unix terminal environment
* Rolled out Windows 2000 via imaging and SMS
* Administered Active Directory 2000
* Installed software and hardware
* Queried database for reports
* Trained users for use of Windows and MS Office

**TRAINING:**

* Microsoft Virtual Academy – Office 365 courses
* VMware vSphere: Install, Configure, Manage [V5.1]
* Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010
* Certificate of Completion for InterAction (CRM) Administrators
* Installing, Configuring and Administering Windows 2000 Professional (70-210)

**EDUCATION:**

* B. A. English - University of California, Santa Barbara 1996