**Domonick Dickerson**

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| **Professional Summary:** | IT Support Engineer with 10 years’ experience problem-solving, handling challenges as well as highly skilled in computer troubleshooting and repair. Proven ability to learn quickly and perform well. Highly skilled in the use and training of microcomputer applications. Effective coordinator and project leader as well as a team player. Talent for building rapport and building relationships with people from diverse backgrounds. |

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| **Training/Certifications:** | * A+ Certification (2006) * Dell Certified (2007) |

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| **Technical Summary:** | * Windows 7/ Windows 8/Windows 10, MAC OS, MS Office, Active Directory, Casper, LANDesk, AirWatch, Apache, SCCM, Bomgar, Zendesk, Service Now, Office365, Microsoft Intune |

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| **Experience:**  Aug. 2019 To  Feb. 2021  Feb 2018 To  Aug 2019  Mar. 2015  To Feb 2018  Oct. 2014  To Mar. 2015  Apr. 2014  To Oct. 2014 | **AMC Networks**  Field Technician   * Supported remote offices in Santa Monica and Woodland Hill, Ca * Managed Problem, Incident, and Project hardware and software tickets via ServiceNow * Assisted with Server management and upgrades as the onsite support for remote office. * Imaged and Updated both Mac and Windows desktops for new and existing users. * Added and modified assets via ServiceNow. * Managed Mobile devices via Microsoft Intune. * Managed user accounts in office 365 and other proprietary systems * RSA Token Management via Azure   **Simplicit Technologies (MSP)**  Desktop Engineer   * Supported multiple company's as local in-house tech for MSP * Added/Modified user accounts in AD * Managed user in cloud-based system such as G-Suite and Office 365 and Maraki * Basic Server management (check health, schedule outages, perform upgrades) * Managed Storage arrays and backup servers. * Managed phone system using Avaya Admin console * Managed FortiGate and SonicWALL firewalls * Mobile carrier support T-Mobile, Verizon, ATT   **WME | IMG**  TIER 2 HELPDESK AGENT   * Responsible for supporting 4k+ users Deskside and Remotely using Dameware,ARD, TeamViewer, SCCM, and Casper. * Managed systems such as 0365, Avaya, Active Directory, Exchange 2010, and other in-house applications. * Support both PC and Mac, Windows 7, Windows 10, Mac OS X 10.6 and above. * Event support both local and national (Setup, Support, Networking, WIFI, Etc.) * Support for mobile devices setup and configuration (i.e.. Smart phones, tablets, etc.) * Site management using sites such as catchpoint, cockpit, site scope, RTA, etc.   **Creative Artist Agency**  SERVICE DESK (CONTRACT)   * Support MAC and PC users with hardware and software issues via Phone and Email. * Mobile support of iPhone, Android, and Blackberry devices. * Utilized ticketing system to log and track service * Manage user accounts and access request in Active Directory. * Image, Profile and deploy Mac’s and PC’s   **Red Bull North America**  TECHNICAL SUPPORT (CONTRACT)   * Assists with the migration of 2,500 users from Lotus Notes to Outlook 2013. * Great customer service and end user support if any issues arise after the upgrade. * Responsible for imaging computer using Casper for MAC and LANDesk for PC's. * Performs backup and restore of user profiles. * Creates new profiles for iOS and Blackberry devices. |
| Sept. 2013  To Mar. 2014 | **The Getty Museum**  TIER 1 HELPDESK AGENT (CONTRACT)   * Provided various hardware and software support to all levels of management to include application support, installing peripherals as troubleshooting network connectivity problems such as TCP/IP. * Utilized ticketing systems to log and track service. * Desktop Support Configuring, supported and troubleshot desktops and laptops on large enterprise LAN/WAN environments. * Installed and maintained devices on the network (Printers, PC's, Laptops, etc.). * Remote PC / MAC support. |
| Mar. 2011  To May 2013 | **Revolution Prep**  PC / MAC DESKTOP SUPPORT ANALYST   * Answered, evaluated and prioritized requests for assistance from users experiencing problems with hardware, software, networking, telecommunication, audio-visual, mobile devices and other IT related technologies. Used helpdesk software to monitor, respond and escalate user requests. * Assisted with maintaining asset inventory tracking and licensing information. * Supported Active Directory including password resets, etc. * Maintained and configured Smooth wall express firewall system. * Supported virus issues, virus and spyware removals, anti-virus software, etc. |
| Aug. 2010  To Mar. 2011 | **Avesta Computer Services (Cisco Telepresence)**  TELEPRESENCE ENGINEER   * Evaluated room to determine Telepresence eligible. * Assembled, configured, and troubleshot various Telepresence systems (500, 1100, 1300, etc.). * Configured Telepresence VoIP. * Assisted user in initial use of system and any further questions. |
| July 2009  To Feb. 2010 | **Bank of America**  LAPTOP TECHNICIAN (CONTRACT)   * Hired to image and configure new and used laptops for New Employees. * Opened, closed, and tracked assets through Remedy. * Created new users in Active Directory, Created, reset, and changed passwords. * Accessed and troubleshot customer PCs using SMS. |
| Dec. 2007  To Apr. 2008 | **BECU (Boeing Employees Credit Union)**  DEPLOYMENT TECHNICIAN / DESKTOP / LAPTOP ANALYST (CONTRACT)   * Imaged, configured, and installed desktop PC's and laptops. * Assisted customers in the support of new and existing PC's and laptop supporting both hardware and software issues. (5-10 daily). * Configured, installed, and supported printers, BlackBerry, and other peripheral devices. |
| **Education:** | **Davis Applied Technology College,** Clearfield, UT (2007)  Computer Science |