**RESUME OF: YANNICK K. MULUMBA**

**SUMMARY:**

Yannick has about 10 years of extensive and in-depth troubleshooting and analysis experience as a Technical Support Analyst. He works well independently or in a team to provide support for all facets of computer/network support including: desktop support, network connectivity, new workstation deployments, installations, image creations and troubleshooting. He enjoys the technical aspect of using multiple software platforms to accomplish a certain task. Yannick is also fluent in French and has excellent interpersonal and communication skills.

Key Areas of expertise:

* Multi O/S Environments
* Windows Server/8/10 and Mac OS
* IT Procedures and documentation
* Help Desk Ticketing and Calls
* Desktop/Server Hardware support
* TCP/IP Protocols
* Advanced Efficiency with Software platforms, willing to learn new ones.
* System Analysis

**TECHNICAL SKILLS:**

Operating Systems: Windows/Windows Server, Unix, Mac OS X, Microsoft Office 365/2016

Applications: SalesForce, Kayako Helpdesk System, CloneZilla Imaging System, Active Directory, Barracuda Firewall, EPIC Medical Software, Backupexc / PCanywhere Citrix

Hardware: X86 hardware, Cable termination of BNC, Coaxial, RJ45 and RJ11, Hubs, Switches, Internet, Filter Devices, RAID

**PROFESSIONAL EXPERIENCE:**

**Collins Aerotech Jul 2019 – October 2019**

**Senior IT Support**

* Installs, troubleshoots, configures and maintains all PC based hardware, software and operating systems including networked and stand-alone desktop, thin clients and mobile computers, peripheral equipment and software.
* Perform Performance Tuning and encryption on Collins owned client machines in Salt Lake City
* Installs computer peripheral equipment and software including NIC, scanners, printers, etc.
* Whitelisting, antivirus software installing, word processing and spreadsheet application software, terminal emulation software, PC e-mail packages and group policy-authorized software.
* AD account maintenance, As well as Group Policy Maintaining on machines as well as end users

**Carbonite March 2018 – May 2019**

**Tech Support Engineer**

* Through Ticketing, phone and chat, assisted clients with Carbonite software issues
* Provide technical and non-technical product support to Evault customers.
* Achieved high levels of Customer Support Satisfaction
* Mitigated customer frustration through effective communication.
* Provided technical support to EMEA and North America customers in French and English
* Utilization of Jira for developer’s high importance tickets and elevation purposes.

**Executech February 2018 - March 2018**

**Field Tech**

* Utilized Executech App for Break-Fix clients.
* Sent to new prospective clients to offer Backup/Security Solutions.
* Worked independently and in Tandem with other techs on medium to large scale projects
* Used remote control software to solve issues when needed.
* Troubleshot Windows, Mac and server issues
* Windows 365 admin (Executech is a Microsoft partner)

**Dell/EMC (Contract) Salt Lake City, UT December 2017 - Jan 2018**

**Tier II Support Engineer**

* Utilized ticketing system.
* Resolved upwards of 20 tickets a week.
* Worked independently to cover two locations
* Used remote control software to solve issues (Bomgar).
* Troubleshot Windows 10 upgrade.

**Fresenius (Stowe Group Contract), Salt Lake City, UT January 2017 – June 2017**

**Sr. Field Technician, AD Admin/ Consultant**

* Installs, troubleshoots, configures and maintains all PC based hardware, software and operating systems including networked and stand-alone desktop and mobile computers, peripheral equipment and software.
* Perform Performance Tuning on Fresenius owned client machines in an area that include Utah all the way to California and Hawaii.
* Installs computer peripheral equipment and software including NIC, scanners, printers, etc.
* Whitelisting ,antivirus software installing, word processing and spreadsheet application software, terminal emulation software, PC e-mail packages and other Windows-based software.
* AD account maintenance, As well as Group Policy Maintaining on machines.

**Healthequity, Draper, UT May 2016 - November 2016 Service Desk / Client Services desk / Consultant**

* Knowledge of Hardware, Operating systems as well as Networking and Security required.
* Working on tickets from walk ins, calls and assignments. Solving over 10 per day.
* Imaging and building computer laptops with Mac and Windows 7/10 Operating Systems.
* Troubleshoot a range of workstation, Printers SME, and some issues with Voice Over IP.
* Troubleshot issues with Home employees using Bomgar.
* Provision/Maintenance accounts on Active Directory.

**ACET (Federal Government Desk) January 2015 - May 2016**

**National Service Desk, Dept. of VA / Consultant**

* Specialty desk.
* Public Trust High Clearance dealing with Remote Access Database.
* Contribution to maintenance of Government Standards in Privacy.
* V.A VPN and Citrix Accounts Administration/Support.
* Support encryption and Signature Certificates (PKI) on Microsoft Exchange.
* Support at home users on both Microsoft and Mac machines.

**Select Portfolio Services April 2014 - May 2014**

**Service Desk Tech Tier II / Consultant**

* System Backup / imaging.
* Maintenance of System Installations and Procedures.
* Contribution to maintenance of System Standards (System Analysis).
* Active Directory Account Administration.
* Workstation imaging on Request.
* Provide Tier II/other support per request from Users.

**Massist (Fabian and Clendenin) October 2013 - December 2013**

**Systems / Network Admin / Consultant**

* System Backup.
* Maintenance of System (Win XP/7/8) Installations and Procedures.
* Contribution to maintenance of System Standards (Server 2012).
* Network Security Monitoring (Barracuda) for possible intrusions.
* Create, Edit and Delete accounts per request.
* Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues.

**University of Utah, Salt Lake City, UT March 2013 – September 2013**

**Hospital Helpdesk**

* Document every case call using custom Ticket system.
* First contact between calling clients and different tech departments.
* Trained to troubleshoot most Hospital/School of medicine applications.
* Dealt with Citrix issues (ghost logons) and Active Directory User Maintenance.
* First contact when it comes to client Security.
* Resolve around 12 to 20 calls a day.

**U.T.A, Salt Lake City, UT October 2012 – January 2013**

**Technical Support / Consultant**

* Installs, troubleshoots, configures and maintains all PC based hardware, software and operating systems including networked and stand-alone desktop and mobile computers, peripheral equipment and software.
* Upgrades PCs from current version of operating systems to future versions of operating system platforms.
* Installs computer peripheral equipment and software including NIC, modems, CD-ROMs, scanners, printers, etc.
* Loads and verifies correct operation of software packages such as anti-virus programs, word processing and spreadsheet application software, terminal emulation software, PC e-mail packages and other Windows-based software.

**EDUCATION:**

**Chelsea High School (Chelsea, Ma) –** High School Diploma

**Southern New Hampshire University (Manchester, NH)** – Pursuing Bachelor of Science in Cybersecurity.

**Languages:**

* Fluent in English and French (Can conduct business in both languages at the native level)