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| **Phillip Terry**  **602 E Poplar Ave, San Mateo, CA 94401**  **650-678-9344**  **pterry@gnapnco.net** | | | | |
| Summary | | | | |
|  | More than 7 years in a technical support and services role. | | | |
| Computer skills | | | | |
|  | Software  * Software: MS Office 2010, 2013, 2016 and O365. Google Suite. * Platforms: Microsoft Windows 7, 8.1, 10 and OS X 10.xx. * Familiar: Windows server, Various Linux OS’s * Certifications: A+, Security+ | | | |
| Experience | | | | |
|  | | **Technical Support Specialist**  Insight Global contract at Stanford   Diagnose and resolve end-user problems; respond to escalated issues from clients and other support teams; perform triage, provide remote problem resolution when possible, refer problems to associated groups.   Research, recommend and implement hardware and software purchases and configurations to meet client needs and ensure compatibility with university systems and architecture.   Research, recommend and implement approved standards used throughout the unit and contribute to the development of the client support strategy.   Investigate and test new tools, systems, techniques, and software products.   Provide technical guidance and training; may guide other staff.   Work on projects requiring expertise and creativity in analysis and deployment of technology.   Worked as a contractor from November 2018 to May 2019 then converted to FTE.  **IT Desktop Support** *Roche*  * Troubleshoot Mac OS and Windows OS Issues. Conference room AV troubleshooting. On-site support for office of 200. * Mobile Device configuration. Support Department Town Hall meetings. Migrate users from Old to New Laptops. * Laptop imaging for both Mac and Windows. Weekly IT New Hire Orientation.  Genius Bar Technician Informatica Troubleshoot and solve in-person and remote desktop issues on Mac and Windows 7/10 machines  * Serve as front line customer service representative for Desktop Support at the Genius Bar (for 800+ number of employees) * Communicate effectively with end users and managers to provide full life-cycle support for computers including imaging, configuration, and data transfer  Jr. Technical Services Engineer | November 2018-present  January 2017-November 2018  January 2016-December 2016  July 2014-October 2015 | |
|  | | *SolarCity Corp*   * Support local user configured company VPN, AV conference systems and configure VOIP phones. * Repair and rebuild user’s profile on workstation. Did VIP support for Executive team. Installed and configured VM on apple workstations. Responsible for maintaining internal computer infrastructure system for 250+ employees. | | |
|  | | IT Support | | June 2013-May 2014 |
|  | | *Help Pain Medical Network*   * Responsible for maintaining a $5M computer information network for 80 employees in multiple locations across California. * In-house computer network infrastructure support with 99% uptime. * Reimaged computers to company specifications for all new employees and ensured that all workstations were running at full capacity | | |
| Education | | | | |
|  | | California State University, Chico | | 2006-2011 |
|  | | *Chico, CA*   * B.S. Administration | | |