**Bhavesh Mehta**

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**SUMMARY**

Over 15 years of dedicated IT Professional, Customer Service, Service Support experience.

· Monitor and troubleshoot connections, Network traffic and Outages. Installations Configuration of Network connectivity with different network tools.

· Configurations of mobile devices and tablets for connectivity and company’s Email.

· Exemplary Hardware/Software troubleshooting skills owning a unique in-depth knowledge of Desktop, Laptop, Notepad, and UltraBooks configurations and limits.IT infrastructure sustainment, client relationship building and own a very strong set of communications skills. Also, the ability to comprehensively troubleshoot, document and resolve.

· Configuration of all types of network hardware including Hubs, Routers and NIC Installations and configurations of running Enterprise, and Compaq server. Configuration of firewall and designing a fiber patching, cat6 cabling

· Microsoft Office 2007/2010, TeamViewer, Dame Ware, Ghost Imaging, Security Software, Track it ticketing system. Strong written communication/technical/analytical skills. Ability to provide solutions to a variety of technical problems of moderate and complexity scope. Positive Customer service skills. Highly reliable and self-starter, Can-do attitude; able to work with minimal supervision also ability to work in a team environment.

**CERTIFICATIONS**

· Cisco, CCNA R&S, 200-120, Expired 2017

· VMware, VCP 5.5, Course Completion Certificate, 2014

**ADDITIONAL SKILLS**

· Worked on Multitasks across systems and applications

· Analyzed and resolved a variety of complex technical issues by phone and email

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Worked on Data migration new OS environments; Setting up workstations, configured basic network system With Storage/backup function, set up/configured internal Wi-Fi

· As a Desktop support encompassed any issue including set up and or troubleshooting OS, software, hardware and network situations.

· Coordinated with the IT department, service engineers and application developers a needed

· Performed testing and training for web-based applications; website updates/maintenance

· Configured Windows XP, Windows Vista, Windows 7, and Windows workstations. Android OS, Linux and AWS and Azure Cloud computing.

· Provided training and support to coworkers on the use of Microsoft products and laboratory software.

**EDUCATION**

· AS Information Technical Network Admin, CLC, San Jose, CA, 09/2000

· BS in Physics/Chemistry, Gujarat University, Ahmedabad, Gujarat, India.

**PROFESSIONAL EXPERIENCE**

**Sutter Health Inc. Oct 2018- June 2020**

**Desktop Support/EPOC**

Provides problem resolution for enterprise/system-wide computer/mobile device hardware, operating system software, application programs, peripheral equipment, and LAN interfaces.

• Within general guidelines, manages priorities based upon severity, workflow, and time constraints. • Applies system expertise, skills, and knowledge effectively in solving desktop workstation and personal computer,associated equipment, and network connectivity technical problems throughout the user community.• Works with other Desktop Support staff, Network Engineers, and system/program application personnel to resolve technical issues as required.• Works with other IS team members to provide timely support services to the user and receive, log-in, document, and close-out trouble calls using the service tracking tool(s).• Coordinates tasks and activities with other departments/sections and vendors as appropriate or directed. Formulates service support efforts based on customer schedule needs.• Maintains courteous rapport and friendly customer relations; communicates with users at their level of understanding.• Maintains confidentiality of all data per company policies.

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Hardware

Assists with analyzing, defining specifications, configuring, coordinating, installing, repairing and testing computer/mobile devices, peripheral equipment (including but not limited to: projectors, scanners, and other multimedia equipment) and LAN interfaces.

• Assists with analyzing and defining specifications for user computer/mobile device requirements. • Configures and installs new hardware and upgrades to existing user system components.• Ensures proper configuration and performance of installed computer/mobile devices.• Coordinates installation of computer/mobile devices and peripherals with vendors.• Assists with the accuracy and integrity of the asset control process.

Software

Performs installation of approved software on computer/mobile devices, following the standard procedures.

• Coordinates installation of computer/mobile device software with customers. • Configures and installs software upgrades/fixes or patches.

System Maintenance

• Assists with evaluation, analysis and maintenance of computer/mobile devices to meet enterprise technical and security standards.• Under direction and supervision, maintains the proper updates and OS patch configurations.

**Project Completion**  12/2017 – 10/2018

**Dignity Health**, Sacramento, CA 12/2014 – 11/2017

**Desktop Support/EUS Tech. III**

· Handle daily technical support activities on desktop support, data network and server management.

· Grow clients and communicate to Account Manager by determining new opportunities.

· Setup desktop computers and peripherals and test network connections.

· Install and test desktop software applications and internet browsers

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Test computers to ensure proper functioning of computer systems.

· Train end users on usage of computer hardware and software.

· Develop and manage effective professional working relationships with contractor personnel, co-workers

and clients

· Adhere to policies as per corporate manuals and directives.

· Extend computer support for systems’ software and hardware.

· Setup computers and install software for various applications and programs.

· Interact with staff on desktop problems and their resolution.

· Network and connect computers within organization to better communication.

· Order or buy computer systems and liaise with purchase and supplies department.

· Maintain computer peripheral devices like printers and resolve associated problems.

**Project Completion off**  12/2013 – 11/2014

**Hilmar Cheese Inc.**, Hilmar, CA 03/2013 – 11/2013

**Desktop Support/Jr. Network Administrator**

· Configured and troubleshoot print server, firewall, switch stacking for new and replacement for Wireless AP environment. Configuring and patching switch ST, SC and LC connector upgrading with new firmware. Upgrading PC with windows 7 using Clonzellia software.

· Monitor and manage data center integrity. Manage rack and row build outs, power, sustainment, cooling, capacity, forecast, and consolidation efforts. Serving as a point of escalation for service-related issues as well as technical issues, ensuring high quality services and customer service to end users.

· Providing desktop/laptop and applications support on Windows 2000/XP HP, Dell and IBM PC's for hardware/software problem resolution including network connectivity, software imaging, application installation and configuration for end users in business.

· Develop delivery of services through effective monitoring, process improvement, problem prevention and resolution initiatives. Expertise in setting a training room with networking and essential equipment,

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creating a Domain group. Remotely accessing and troubleshooting computer issue using Dam ware NT utilities.

**Completion of project** 08/2011 – 02/2013

**AT&T Internet Services**, San Ramon, CA 02/2007 – 07/2011

**Tech Support II/Network Analyst**

· Ability to troubleshoot any IT related issue with internal and external customer. Troubleshooting routers and IP related problems. Installation, troubleshooting and repair of desktop and laptop computers; including reimaging, virus scanning, hardware replacement, configuring BIOS Configuring network connections, printers, and other peripherals.

· System builds and installation; custom hardware/software configurations to satisfy user’s needs; multi-booting with Windows, Mac, and Linux based operating systems. Installation, troubleshooting, and repair of computer and laboratory equipment for hardware and software related issues. Utilized advanced formulas and macros in Excel to streamline processes throughout the lab increasing productivity up to 75 percent. Configuring email client windows mail, Outlook, Outlook express and Mac mail port setting for SMTP and POP.

· Configured Mac OS, Windows XP/Vista for network connections, (TCP/IP). Managed and maintained database. Configured network with private/public, private/private and public/public settings. Configured Advanced network settings with map, pinholes, web server

**Self -Employed** - Turlock, CA 11/2001 – 02/2007

**Computer Hardware Specialists**

· Troubleshoot and provide support on Windows NT/2000/XP/2003 and Red Hat Linux.

· Oversee and perform PC hardware, printing and software troubleshooting.

· Administer and implement the Help Star- helpdesk solution.

· Familiar with printer, fax machine, and copier maintenance and repairs.

· Upgrades desktop PC hardware and software components as required or request

**Engage - Adknowledge**, SFO, CA 02/2000 – 10/2001

**NOC/Jr. UNIX System Administrator**

Developed automated test tools using Perl for testing complex ETL and Database modules of reporting system. Maintain contact with CS, Engineering and QA teams, regarding operational and production problems either directly or through established reports. Analyzes results of network monitoring and investigates, recommends and/or undertakes the appropriate action to expedite problem resolution or diminish potential network deficiencies.

· Primary support for 120 BSD servers running apache web, on call 24x7. Deploy new software releases and troubleshoots it. Hardware upgrade and maintenance. Analyze results of network monitoring and investigate, recommend or undertake the appropriate action to expedite problem resolution and diminish potential network deficiencies. Enable/Disable 302 redirects from ad servers when Akamai or Speedra service is down. DNS changes as per required.

· Monitor Alton load balancer and various Cisco switches and routers.

· Monitors and troubleshoots connections, traffic, and outages.

**ADDITIONAL EXPERIENCE**

**Western Digital Corp**, San Jose, CA 02/1997 – 09/1999

**Desktop Support**

**Akashic Memories**, San Jose, CA 03/1995 – 02/1997

**Tech-I**

**WSO, IBM**, San Jose, CA 12/1992 – 02/1995

**Hardware Technician**