Darrin Jet Virginiak

Cell: 503-547-4711

Summary:

Personable & Experienced IT Professional seeking to enhance informational technology career implementing synergy between customers and technologies.

**SKILLS**

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| * Active Directory Users and Computers (ADUC) + Azure * Windows 2000, XP, Vista, Windows 7 & 10 * Microsoft office 2010 / 365 support * Asset management * Mass computer and Cisco network equipment deployments * Mac OS X * Basic Program scripting (PowerShell, Python, Java) |
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**PROFESSIONAL EXPERIENCE**

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| |  |  | | --- | --- | | **Providence (Contract)** | **Jan 2021 – Apr 2021** | | ***Technical Support Specialist II***   * Provided tier 2-3 technical support to users at all levels of the organization * Supported new IT staff * Provided resolutions for issues received via the service desk ticketing system, email, and phone calls * Imaging computers and troubleshooting imaging issues with SCCM and Azure Intune * Providing remote support to end users * Analysing hardware and making recommendations * Managing mobile devices with Azure MDM * Providing end user support with Citrix, Epic application and plugins, Microsoft Office 365, medical imaging software, printers, scanners, network drives and permissions, iPhones / iPads, POS setup and configuration * Performed data migration to new system units. * Performed workstation deployments and recoveries * Documented all work done from the initial request through request completion in our Service Desk ticketing system * Contributed to IT Knowledge Base with articles documenting processes and solutions   **Vigor Works (Contract) May 2020 – Dec 2020**  ***Technical Support Analyst***   * Created and maintained accounts in AD, Exchange, and Skype for Business * Maintained hardware and software records in Lansweeper * Managed mobile devices with MDM * Imaged computers and troubleshot imaging issues with SCCM * Restored file shares * Provided tier 1-2 one-on-one technical support to users at all levels of the organization * Provided resolutions for issues received via the Service Desk ticketing system, email, telephone calls, and walk-ups * Quickly identified and escalated situations requiring urgent attention * Tracked, routed, and redirected issues to correct resources * Supported enterprise software uplifts * Participated in weekend and holiday on-call rotation * Performed remote and deskside troubleshooting of software issues * Supported Office 2010-2016 suite, Windows 7, Windows 8, Windows 10, and many other Windows applications, including engineering software (AutoCAD, etc.) * Configured and advanced troubleshooting of workstations, laptops, printers, network equipment, and wireless devices, including mobile devices like iPhones and iPads * Performed workstation deployments and recoveries * Documented all work done from the initial request through request completion in our Service Desk ticketing system   **Stewart Title (Contract) Jun 2018 – Jan 2020**  ***IT Field Technician***   * Performed customer relations and remote support * Supported windows 1 and 10 OS * Repaired and calibrated hardware and software * Troubleshot and diagnosed network connectivity issues * Provided end-user support via phone, chat, remote desktop, and in-person * Deployed workstations * Packing and shipping of new and old equipment * Provided Citrix, iPhone, Microsoft Office 2010 – 365 support * Deployed network equipment * Provided printer support and configuration (Ricoh, Sharp, HP, Kyocera)   **Tektronix (Contract) Jul 2016 – Jun 2018**  ***IT Support Technician***   * Provided Windows 7, 8.1, 10 OS, Mac OS X support * Maintained accounts in AD and Skype for Business * Performed printer and drive mapping, hardware assessments * Performed hardware / software repair and calibration * Driver installs and updates * Troubleshot and diagnosed network connectivity issues * Provided end-user support via phone, chat, and remote desktop * Performed data backup, reinstall, and recovery * Supported Microsoft Office 2010 – 365 * Performed error reporting and documentation * Rapidly established a good working relationship with customers & co-workers * Supported VOIP and Cell Phone configuration * Performed malware assessments * Managed active directory users/computer accounts * Computer deployment   **Virgin Locks, LLC Feb 2015 – Apr 2016**  ***Owner/Residential Locksmith***   * Set up appointments * Contacted leads * Performed bookkeeping * Provided customer service * Stayed up to date with emerging security technologies     **Stream International Jan 2011 – Dec 2013**  ***Technical Support Professional***   * Installed and configured programs and SOHO networks * Troubleshot various accounts, billing, and networking issues with customers via telephone and remote protocols * Troubleshot and diagnosed network connectivity issue * Updated wireless drivers and network interface cards * Provided support documentation for escalated issues * Set up new customers * Responded within agreed time limits * Trained new support agents   **Portland Public Schools (Contract) Nov 2008 – Jan 2009, Jun 2009 – Oct 2010**  ***IT Field Technician***   * Acted as team leader in UPS deployment project to the PPS district * Responsibilities included deployment strategies, updating, and programming network management cards, collaborating with the network team, and assessing network load requirements * Performed mass computer deployment, Hardware/Software/Firmware upgrades, diagnostic repair, imaging and troubleshooting * Performed extensive Windows Backup and Clean-up, data recovery, printer setup and testing, end user support * Novell Zen Imaging * Performed Windows 2000, XP, & 7, Mac OS X imaging * Driver installs and updates * Provided UPS Management   **EDUCATION / CERTIFICATIONS**   |  |  | | --- | --- | | |  | | --- | |  | | | |  | | --- | | **High School Diploma**  Center Academy High School, Brandenton, FL  CompTIA A+ (220-801 & 220-802) and Network+ (N10-006) | | | | |