Anthony R. Kaser

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### Certified desktop support technician

I am a talented result driven IT professional with a proven history of success, and an excellent background in Systems/Network Support, Maintenance, and Installation. Can also liaison between technical and non-technical personnel, and am adept at determining requirements for project scheduling, and technology planning. Additionally, I am able to work independently with little or no supervision, a self-starter.

**Areas of Expertise:**

* DELL Systems Professional
* Network Analyzing
* Excellent Writing & Verbal Skills
* 5-Star Customer Care
* Desktop/Laptop Hardware
* Software Installation
* Technical Issue Resolution
* Deployment Expert

### Technical Skills

**Operating Systems:** Windows - XP/Vista & Windows 7/8.1/10(All Editions) 2003 SBS, Linux, (Red Hat 9.0, Fedora, Mint, and Ubuntu) VMWare, Mac - OSX

**Networking:** LAN/WAN design and configuration, TCP/IP v4.0, DNS, DHCP, Ethernet, Web Services (IIS), Cisco VPN, MS VPN 6.4, WebEx Remote Desktop

Wireless technologies – Experience with all 802.11x protocols (WEP, WPA, and WPA2), setup/configuration of Wireless Networks, WEP Keys, MAC Filtering, Firewall configuration, Port Forwarding

**Applications/Tools:** MS Office 2003/2007/2010/2013/2016 And Office 365, OWA, MS Office LYNC (Skype for Business), SCCM, MS Live Meeting, MS Exchange Server 2003 (Install & Account Creation), McAfee VirusScan Enterprise, Symantec AV (Install/Maintenance) Symantec Back-up Manager.

**Hardware:** PC – Laptop/Workstation/Server assembly and repair, Microsoft Surface Tablets IP Phones: Cisco, ShoreTel, and Polycom, DELL PowerVault Tape Drives / Basic knowledge of PBX Systems (Analog/Digital VoIP).

### Professional Experience

**TEKsystems –** Seattle, WA (1601 5th Ave #1810, Seattle, WA 98101)

**03/2020 – 10/2020**

*Desktop Support* ***(CHPW – Community Health Plan of Washington)***

* Hired specifically for a **Windows 10 Deployment Project** to upgrade the current DELL Systems that are Windows 7 to new DELL Systems that are Windows 10.
* My daily activities include imaging desktop/laptops systems via PXE boot. Then, remove the system from **AD and SCCM,** Kaspersky. In addition to contacting the Clients via e-mail to schedule them for the PC upgrade.

**Robert Half –** Seattle, WA (601 Union Street Suite 4300, Seattle, WA 98101)

**01/2019 – 06/2019**

*Desktop Support Technician* ***(Sound Transit)***

* Hired specifically for a **Windows 10 Deployment Project** to upgrade the current DELL Systems that are Windows 7 to new DELL Systems that are Windows 10.
* My Daily activities include creating tickets in **ServiceNow** for each deployed system. Then, remove the system from **AD and SCCM**. In addition to contacting the Clients via e-mail to schedule them for the PC upgrade.

**Robert Half –** Seattle, WA (601 Union Street Suite 4300, Seattle, WA 98101)

**06/2018 – 11/2018**

*Desktop Support Technician* ***(Fred Hutch)***

* Hired specifically for a **Windows 10 Deployment Project** to upgrade the current DELL Systems that are Windows 7 to new Lenovo Systems that are Windows 10.
* My Daily activities include creating tickets in **Cherwell** for each deployed system. Then, remove the system from **AD and SCCM**. Then, surplus sing the old DELL system to a SharePoint data base. In addition to contacting the Clients via e-mail to schedule them for the PC upgrade.

**CDI Corporation –** Norfolk, VA (5800 Northampton Blvd. Norfolk, VA 23502)

**10/2017 – 02/2018**

*Desktop Support Technician* ***(Anthem / IBM)***

* All of my work comes from the **Service Now** Ticketing System. I am responsible for Desktop to Laptop swap outs. I image the new DELL Laptop with **Windows 10 Enterprise** via PXE boot, and if additional software is required it gets pushed to the system via **SCCM**. Then the system gets deployed to the Client.
* I am also responsible for resolving PC issues by in-person support (going to Clients’ Cube/Desk). These are usually issues that can’t be resolved by remoting into the Clients’ system.

**Bell Techlogix –** Newport News, VA (4400 West 96th Street, Indianapolis, IN 46268)

**04/2017 – 10/2017**

*Sr. Desktop Support Analyst* ***(HII-Newport News Shipyard)***

* I am responsible for resolving PC issues from both walk-in and phone clients. In addition to creating Tickets for these clients in the HP Service Desk Ticketing System.
* Another task is to image HP Revolve 810 laptops and Panasonic FZ-G1 Tablets that come into the Office from clients that are having issues. These systems have Windows 7 Enterprise, and get re-imaged with **Windows 10 Enterprise**.

**Indotronix International –** Redmond, WA (4342 150th Ave N.E. Redmond, WA 98052)

**08/2015 – 01/2016**

*Tech Link Agent / Desktop Support Tech* ***(Microsoft)***

* I was first and foremost an MSIT Customer Service Agent. Which means that I provide “Face to Face” IT Services to FTE’s (Microsoft Full-Time Employees), and Microsoft Vendor Employees on a no appointment Walk-in basis? Also, we serviced Mac Books as well.
* **System Imaging –** A Client can leave their system with a Tech Link Agent, and he/she will install a new Windows 8.1 or 10 Enterprise OS image on it for them. Also make sure that it is fully updated with Windows Updates, and has the latest VPN Client software installed as well. Occasionally we would get a special request to install Office 365, or Office 2013/2016 64-bit edition.
* **Issues / Fixes** – Most PC issues that are handled by Tech Link Agents are Non-functioning VPN/Direct Access issues, Clients being locked out by BitLocker, and MS Outlook Non-responsive issues. The VPN issues are typically resolved from the Client’s TPM needing to be reset, or their Virtual Smart Card has expired. The BitLocker issue is easily resolved by having the Client login to one of our Kiosk systems, and go to an internal site where they can retrieve a Recovery Key. Since MS Office is no longer a “modular” software package like Office 2003 for example, you usually have to perform a Full uninstall of MS Office. This is required to fix most Outlook issues. We also have an Outlook Script Tool that can resolve basic issues as well.

### Education

#### Clover Park Technical College

A.A. in Network Administration,2002-2004

### Certifications

CompTIA A+

Network Specialist Certificate (Clover Park)

DCSE (DELL Certified Systems Expert)