**ERICK KASOLU**

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Authorized to work in the US for any employer

**PROFILE**

Personable and diligent desktop support analyst, with over 10+ years’ working experience within global technology firms. Seeking to leverage solid technical skills and abilities to advance my career.

**TECHNICAL SKILLS AND EXPERIENCE:**

Desktop Support (10+ years), Microsoft Office (10 years), Active Directory (5 years), SCCM (3 years), Citrix (7 years), Networking (5 years), Operating Systems (10+ years), Servers (2 years), MS Exchange (3 years) Epic Go-Live (2 Projects), Microsoft Windows (10+ years) Graphic Design (15+ years), Web Design (10+ years), Skype for Business (2+ years), Service Desk (10+ years), Tech Support (10+ years), MAC (5 years).

**Specialized Software Skills:**

Photoshop (10 years), Illustrator (6 years), InDesign (6 years), After Effects (3year), Premiere Pro (2 year), Dreamweaver (6 year), Photography (2 years), Digital Printing (6 years) , WordPress (4 years) MailChip (2 years), AirWatch (2 years).

**EDUCATION:**

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| --- | --- |
| **Tech Skills College**   * CompTIA A+ * CompTIA Network+ * MCDST - Microsoft Certified Desktop Support Technician * CIW - Certified Internet Webmaster | **Creative Art Center College of Design**   * Diploma Graphic Design and Commercial Art * Computer Graphics |

**WORKING EXPERIENCE:**

**January 2020 – January 2022: Comcast, Kirkland WA (Contract)**

**Position: IT Support II Technician**Key Contributions & Accomplishments:

* Managed and provided technical support to the 850+ onsite users plus remote support to other satellite branch offices.
* Provided tier 2 support and resolved escalation ticket incidents from the Helpdesk ticket queue by doing research, locating the root cause of technical errors and implemented solutions promptly.
* Successfully completed company-wide upgrade to Windows 10 and Office 365 impacting 850+ onsite staff plus remote employees.
* Provided Remote Support to solve technical issues, software installations via SCCM, diagnose and resolve MS Office software conflicts
* Refreshed all old Dell Computers and Laptops with new Lenovo computers.
* Utilized Active Directory to create and maintain email addresses and distribution lists in MS Exchange.
* Proficiently used both BMC Remedy and ServiceNow ticketing systems to track internal problems and customer-reported issues.
* Managed procurement of assets, tracked inventory of all computer equipment and software licenses, received new shipment and deployment.
* Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95% and 100% .
* Handled 20+ technical/critical calls daily and consistently met high service standards.
* Provided support for Employee Onboarding/Offboarding - Account & Device Setup, Desk Setup, Access Control
* Ability to multi-task and support high level of trouble shooting user issues via telephone and remote applications.
* Provided support for Microsoft Teams video conference setups for end users working from home due to the Covid 19 Pandemic.
* Used Active Directory to create new user accounts, assign users to the approved Global and Distribution Groups, configured email accounts
* Resolving most application installations using remote assistance tools like ShowMyPC, Teams Screen Share or SCCM Remote Control
* Provided computer desktop and laptop diagnostic tests and repairs, replaced and upgraded hardware and software.
* Provided VPN connections support and troubleshooting network configurations for end users working from home due to the Pandemic.
* Create knowledgebase articles and other documentation to improve self-service as well as improve team’s effectiveness.

**March 2019 – November 2019: MD Anderson Cancer Center - Houston, TX - (Contract)**

**Position: Associate IT Support Technician**Key Contributions & Accomplishments:

* Completed a successful Network Access Control Project to over 23,000 employees on 10 MD Anderson Cancer Center locations.
* Performed hardware devices and network port identity match reconciliation of data across the MDA centers prior to NAC switch activation.
* Installed the 802.1x authentication software on multiple workstations for NAC compliance policy
* Provided support for end users and resolved technical hardware, software, network issues across the entire MD Anderson Cancer Center including and not limited to Doctors, Nurses, Administration, Research and educational faculty staff.
* Accurately documented all user requests, reported software and hardware cases, resolutions utilizing the Cherwell ticketing system.
* Performed network cable tracing, device and port discovery for the Network Access Control Project.
* Installed, configured and maintained data migration of workstations and software.
* Assisted the client in solving computer related issues and orientation of new equipment as deployed.
* Tracked trouble ticketing system and updated asset database to ensure document is current.
* Diagnosed and upgraded hardware to ensure optimum level of performance.
* Frequent travel to offsite hospital campus locations in Houston Texas to provide assigned services for employees.
* Windows 7 to Windows 10 migration project and performing data migrations and post migration clean up, hard drive encryption.
* Microsoft Office 365 deployment and support administration including OneDrive, Skype for Business, SharePoint and Active Directory
* Backed up and restored personal data; and configured new computers for employees.
* Reimaging Computers and Laptops and assisting with Windows configurations after installation.
* Migrate 30,000 Avaya office phones to Skype for Business Project

**January 2018 – January 2019: Freeport LNG – Freeport Texas** **- (Contract)**

**Position: Desktop Analyst** Key Contributions & Accomplishments:

* Provided and managed the day to day IT support and troubleshooting of over 4000 user’s both Desk side and remotely.
* Responded to incoming calls, emails and managed the TRAC ticketing system resolving tickets on queue.
* I used and utilized SCCM for pushing software and imaging computers
* I used Confluence to create and edit documentation for our internal and external knowledge portal.
* I used Active Directory to create new user accounts, assign users to the approved Global and Distribution Groups, configured email accounts, and assigned computers and printing devices to the proper container.
* Successfully finished Windows 10 upgrade project by imaging, configuring and deploying client desktops and laptops.
* Successfully finished Microsoft Office 365 and Skype for Business migration from Office 2013.
* Refreshed old Dell OptiPlex desktops with Lenovo desktops and laptops
* Provided desktop support and solutions related to Microsoft Office Suite.
* Provided support for Mobile RSA Soft Token for VPN and setup AirWatch on iPhones for email access
* Resolving most application installations using RDP, GoToAssist, Jabber Screen Share or SCCM Remote Control
* Provided computer desktop and laptop diagnostic tests and repairs, replaced and upgraded hardware and software.
* Provided support and solutions to users with VPN connections and troubleshooting network configurations
* Provided support for users with remote access using RSA Soft Token for VPN Access.
* Provided desktop support troubleshooting networking issues like Wi-Fi connection.
* Setup desktops and laptops, phones and printers for new hires in workstations.
* Provided Skype for Business technical Support. Setting up and troubleshooting video conferences utilizing Skype for Business.
* Resolved technical sync issues between Office 365 and Skype for Business.
* Successfully created and organized Skype videoconferences meetings through specialized meeting rooms and/or user computers.
* Created and modifying skype meetings with Skype Crestron tablet.
* Provided technical support for Skype video conferencing connectivity issues and sound/video quality.
* Used the following remote support utilities like Windows RDP, LogMeIn, GoToMyPC, ShowMyPC, Microsoft Lync Remote Control and Bomgar for online remote assistance and troubleshooting.
* Worked with third party vendors to resolve issues with hardware or software covered by warranty or maintenance agreements.
* Turn in an "Activity Report" weekly - report completed work, weekly goals, and any issues/fixes

**May 2015 – December 2017: Houston Methodist Hospital** **– San Jacinto, TX (Contract)**

**Position: Desktop Analyst and EPIC TDR Project Support** Key Contributions & Accomplishments:

* Provided Desktop and Onsite Support to the Hospital Admin and Patient Care workforce of about 6,000 users at the San Jacinto Hospital
* Imaged new Lenovo Laptops, Desktops and added them to the Active Directory networks
* Refreshed all old Dell Computers and Laptops with new Lenovo computers
* Provided support for video conference setups on various types of AV conference equipment
* Setup and support WebEx meetings and Video conferencing between various hospital sites.
* Responsible for patching network cables in server rooms to provide users with connectivity to the network.
* Provided timely support to all hospital users as well as executives within the corporate administration offices.
* Configuring the systems to work in Epic and Meditech.
* Provided EPIC Hardware Deployment and TDR for Houston Methodist San Jacinto Hospital
* Used Bluebeam Revu software to plot various department devices on maps for EPIC deployment project
* Received, Built, Staged & Deployed New Computer on Wheels to units for EPIC Project
* Used Sharepoint for EPIC Device Inventory, Create Cost Models for EPIC and uploading Device Deployment Forms and Maps for EPIC
* Led and managed the IT department team for the EPIC preparedness, asset deployment and Epic Golive
* Coordinated with Directors and Managers of various Hospital Departments for new EPIC Project Device Deployment, Pre-TDR and TDR
* Coordinated with Third party vender on Installation of Tracker and Rothman Boards
* Coordinated with the Hospital Building Facilities Department for Electrical drops
* Coordinated the IT Asset naming conventions for standards, uniformity and quick easy asset identity
* Coordinated with Third Party Venders for onsite Hospital EPIC Project.
* Prepared project deployment plans to ensure that procedures & steps are available and understandable using diagrams, graphs and charts and stored in a central accessible repository for the team and management.
* Deployed new EPIC recommended PCs, Monitors, Printers, Computers on Wheels
* Configured and added all Hospital Printers for EPIC in LRS Print Queues
* Responsible for coordinating all installation of HumanScale wall mounts for EPIC Project
* Successfully prepared the entire Houston Methodist San Jacinto Hospital for EPIC Go-Live
* Performed all work according to project schedules.
* Prepared detailed project reports.
* Provide off-hours support within a team rotation
* Migrating Microsoft Exchange 2007 to Exchange 2010 for American National Insurance 4 nationwide site locations
* Worked closely with the Office 365 migration team during large client migrations to assist and provide Microsoft Application Support
* Gained Experience and Proficient with Microsoft Exchange Management Console.
* Provided support for Microsoft Office Outlook, Web Access, MS Office Outlook E-mail, Calendaring & Scheduling.
* Provided client support to company employee with managing and moving PST files to Archive and Retention Folders.
* Provided support for Mailbox backup and Active Directory

**June 2011 – April 2015: University of Texas Medical Branch UTMB - Galveston, TX - (Contract)**

**Position: Desktop Support Analyst**Key Contributions & Accomplishments:

* Provided desktop and technical support to about 10,000 users in the Hospital and Campus
* I was part of the executive support team providing desktop assistance to the Top Tier VIP Corporate Executives and Administration office
* Responded to incoming calls, responded to emails and managed the BMC ticketing system solving and escalating tickets on queue.
* Implemented the development of a Knowledge Base Self-Service Portal that provided the end-users DIY quick fix resolutions. These proactive approach helped reduce the number of overwhelming calls to the Help Desk Queue and also ensured that end-users continued to work with minimum downtime.
* Supported users with issues connecting to Remote Access MyVPN, MyCitrix, MyStar, EMR Epic, UTMB Blackboard and Kronos
* Provided Remote Support to solve technical issues, software installations, diagnose and resolve application conflicts and virus
* I followed up every escalated ticket to ensure issues were solved and ticket closed in a timely manner.
* Provided EPIC support to users having issues with EPIC Access, Closing Notes, Prescriptions, Discharges and EPIC Printing Labels.
* Provided support for password reset with Mainframe, Invision, EMR Pearl, MyStar Citrix and EPIC.
* Used the following remote support utilities like Windows RDP, LogMeIn, GoToMyPC, ShowMyPC, Microsoft Lync Remote Control and Bomgar for online remote assistance and troubleshooting
* Provided support and managed user account access and permissions using IBM Tivoli Identity Manager System.
* Provided support for PeopleSoft related issues such us password issues, DataMart, PeopleSoft FPRD – Unable to Access
* Provided afterhours support to user with issues with Printers and Computers on Wheels at the Hospital Units.
* Provided hardware upgrade and installation, configuration, and ongoing usability of desktop, laptops, MACs, peripheral equipment and software within the hospital policy and regulations.

**July 2008 – May 2011: Ashland Specialty Ingredients - Texas City, TX - (Contract)**

**Position: Desktop Support Analyst**  
Key Contributions & Accomplishments:

* Provided desktop support for Ashland Chemical Plant to about 4,000 users with hardware, software applications & technical issues.
* Provided desktop supports to multi-level users from Business Executives, Plant Engineers, Lab Technicians, Operators and Logistics.
* Responded to incoming calls, evaluating, prioritized tickets in queue, voicemail, e-mails requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related issues.
* Provided desktop support to users in the Chemical Control Rooms with Email accounts like Microsoft Outlook and Lotus Notes accounts setup, configurations and troubleshooting.
* Worked with the Desktop Migration Team during the local site System Migration and Integration of the global Ashland’s standard software image and the email applications deployment from Outlook to Lotus Notes 8.5 & assisted users with Configuration.
* Administered support using Active Directory by adding accounts and resetting passwords and permissions
* Helped setup new workstations for new employees, setup desktop, phones, printers and network connection in offices
* Provided support for users with software application problems ranging from file errors, updates and viruses
* Provided desktop support and solutions related to Microsoft Outlook, Word, MS Excel 2007 and Adobe Acrobat
* Provided computer desktop and laptop diagnostic tests and repairs, replaced and upgraded hardware and software.
* Provided support for printer issues like Ricoh 3351, HP Laser Jet printers and replacing cartridges
* Used and documented all user requests, reported software and hardware cases, resolutions utilizing the MAGIC & Remedy Tickets System
* Provided support and solutions to users with VPN connections and troubleshooting network configurations
* Provided support for users with remote access using Extend360 client software,
* Provided desktop support troubleshooting networking issues like Wi-Fi connection and network switch problems
* Setup desktops and laptops, phones and printers for new hires in workstations
* Setup and configured Citrix based Thin Clients terminal virtual machine in labs and training rooms.

**June 2006 – June 2008: Lantel Systems & Consulting, Houston Texas (2 Years Full Time)**

**Position – System Admin & Desktop Support Analyst**  
Key Contributions & Accomplishments:

* Maintaining and Monitoring Windows 2003 server, Email Exchange 2003, and Active Directory.
* Maintain and Administered Blackberry Enterprise Servers troubleshoot and offer resolution on reported incidents on Blackberry Devices.
* Monitored Server Backups and Tapes, External Hard Drives & Disaster recovery experience included working with Symantec Backup Exec.
* Prepare standard statistical reports, such as Server Backup Incident Reports.
* Procured, received, documented and tracked inventory of all computer equipment and software licenses.
* Also Provided Tier 1 and Tier 2 Help Desk Support
* Provided technical support in the inbound call queues and walked users through problem solving on the phone.
* Responded escalations, Emails from users experiencing problems with hardware, software, networking, and other computer-related issues.
* Used the Helpdesk Support Magic Ticketing Software for call tracking, Routing, and Escalating reported issues to appropriate group.
* Provided Desk Side Technical Support to top level Business Executives, Management and the Financial Brokerage Staff.
* Provided troubleshooting support for pc with issues ranging from applications, hardware, network connectivity, printing and Outlook.
* Provided support for the Implementation of Anti-theft LoJack tracking software in over 100 top Executive Laptops.
* Provided Remote Support assistance to clients using VPN, Remote Desktop, PC Anywhere
* Provided local and remote desktop support for corporate headquarters and 14 Satellite Locations.
* Reimaged and setup new computers, tested software, hardware, and printers.
* Improved stability and performance of pcs and network by upgrading hardware, software’s and configuring custom settings and permissions
* Provided technical orientation to new employees and also Setup PCs in new office and conference room.
* Repaired hardware’s on PCs, Laptops ranging from Macs, Dell and HP. Performed installation, upgrades and system maintenance.
* Achieved high level of customer satisfaction through patient, methodical approach and maintaining SLA deadlines.
* Turned around tense situations with irate customers into positive outcomes by offering excellent customer service and support.
* Logged and tracked calls using problem management database, and maintain history records and related problem documentation.

**March – 2002 to May – 2006: Texas Instruments Inc., Houston Texas**

**Position – PC Support Specialist**Key Contributions & Accomplishments:

* Provided technical support for the production division for the manufacturing facility.
* Developed and installed operating systems.
* Responsible for the repair and maintenance of printers, computer hardware.
* Responsible for loading new software and systems on existing equipment.
* Responsible for performing troubleshooting activities prior to the implementation of new systems.
* Tested systems to ensure the elimination of bugs or viruses.
* Provided assistance at the in-house helpdesk providing technical support to the facilities staff.

**PROFESSIONAL REFERENCES:**

Available upon request