**James R. Bradley**

**11 Red Oak Circle**

**Pomona, Ca. 91766**

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**Professional Summary:**

* 15(+) years of Level 1 and Level 2 Desktop Support experience
* 15(+) years of Helpdesk experience in Corporate Call Center environments
* Executive & VIP support
* Corporate trainer for In-house software applications

**Supported Operational Platforms:**

* Microsoft Windows OS 7-10
* Apple OSX 10.7 - 10.14
* Microsoft Server 2008 - 2016
* Active Directory 2008 – 2016 (Creating Profiles, Shares, Add/Removes)
* Microsoft Office 2008 - 2016
* Microsoft Office 365
* Google GSuite
* Cisco Switches (Basic troubleshooting for connectivity issues)

**Cloud Base Qualifications:**

* Cloud based file shares (One drive, Dropbox, Google drive), Google Apps

**Telecommunications Qualifications:**

* Cisco CUCM 8.0 - 11.5
* Cisco Unity Express
* Avaya Phones And MSA
* Mitel Phones And Office Connect
* Slack (Working Knowledge)

**Virtual Working Knowledge Qualifications:**

* VMware 6.0 Thru 6.7
* Microsoft Hyper-V 2016 - 2019

**CRM Qualifications:**

* Citrix Remote Desk
* Kaseya
* Remedy
* Heat
* Altiris
* Jira (Working Knowledge)
* SalesForce (Working Knowledge)

**Employment History:**

**UCLA (Anderson School Of Business)  
Westwood, Ca.  
IT Services Support Specialist  
January 2021 – June 2021 (Contract Position)**

* Inbound And Outbound Helpdesk Support
* Advised, Assisted And trained both students and faculty
* Reset accounts, Created accounts for all supported products
* Participated in Team Collaborations to improve Quality of Service

**JamMedia Productions:  
Pomona, Ca.  
IT Services Support Specialist  
June 2017 -**

* Provided Inbound And Outbound Client Services
* Advised and trained Clients on how to use Online Presence Applications, (Office 365, Cisco WebEx, Google G Suite, Zoom, Skype)
* Assisted Clients in creating their Internet Presence
* Installed, Deployed and Tested pc's, laptop, printer, iphones, ipads and android phones for connectivity
* Created Office 365 domains for clients

**Univoip Inc:  
El Segundo, Ca.   
Telecom Support  
Sept 2014 – April 2016**

* Provided VoIP telephone support for all incoming and outgoing Mitel phone issues.   
  Utilize the Office Connect Call Phone Manager for all company client  
  Utilized the Citrix Remote Desk/Web-based ticketing system to input all client issues for first call break/fix issues and also to expedite to other departments.
* Established working relationships with all company vendors, Level 3, Windstream, Time Warner, Verizon etc, and various other ISP's and client's internal IT Services.
* Creating temporary or Live sites for clients to include DID assignments, Auto Attendants, Call monitoring groups, Text/Email accounts and Remote faxing within the Mitel call manager.
* Viewing and monitoring site activities for clients to include DID, DHCP, TCP/IP, Broadband, Point to Point, T1 connections using Observium. Remoting into Univoip Cisco Routers to view packet, duplex, data information and mismatches.
* Issuing and creating Efax accounts using Unifax Manager, issuing DID's for remote faxing using Audiocodes.
* Provisioning Mitel Polycom 6000, Audiocodes and Mediatrix boxes for a physical fax machine.
* Educating clients on how to use the Zoiper client and other various computer/android/iPhone applications.

**FIS:Pasadena, Ca.  
Senior Desktop Support  
January 2012 – March 2014**

* Functioned as desktop support for 250 plus internal and external company employees
* Responsible for remote and desk-side support as needed
* Added and removed users from Active Directory, and performed troubleshooting for Windows XP and Windows 7 operating systems and Office 2007/2010
* Completed trouble-shooting of all 3rd party and web based applications
* Administered remote access support using WebEx, VNC, RDP to install printers, software and additional web base related software
* Provided setup of all Audio/Visual and Video conferencing using Avaya equipment
* Configured Avaya MSA for VoIP phones 4610/4620/9611 including voicemail using Avaya Modular Messenger for internal and external users
* Configuration of Blackberry, Apple And Android Smart Phones
* Conducted inventory control for all Dell and HP assets utilizing in house audit controls
* Tasked with contacting all related vendors for outsourced repairs and inventory control
* Troubleshoot LAN, Ethernet, TCP/IP, DNS, etc.
* Installed, Deployed and Tested pc's, laptop, printer, iphones, ipads and android phones for connectivity
* Administered setup of wireless AP’s for all company clients and vendors.

**Heit Inc:  
Fort Collins, Co.  
Regional Field Support Technician:  
August 2011 - November 2011**

* Provided remote (At Home) telephone customer support and (Remote) field support visits to company clients
* Documented incidents using Kaseya and Autotask ticketing system  
  Utilizing Active Directory to initiate troubleshooting for Windows XP /7 and Office 2003/20072010
* Administered trouble-shooting of all 3rd party applications, Microsoft Office 2007/2010 and banking applications with clients and vendors
* Completed remote setups using WebEx, VNC to install printers, software and conferencing with vendors for additional support.
* Field Support technician for the entire state of California for company cloud base applications.
* Installed, Deployed and Tested pc's, laptop, printer, iphones, ipads and android phones for connectivity

**Miller-Coors:  
Irwindale, Ca.  
Desktop/Telecom Support Technician  
February 2011 - August 2011**

* Desktop Support for internal and external 500(+) Miller Coors company employees
* Lead Tech for all Dell PC and Laptop deployments
* Utilized Symantec Ghost 2003 for all imaging to install Windows XP/Windows 7 and Microsoft Office 2007/2010 to pc's and laptops
* Provided setup of all Audio/Visual and Video conferencing using Cisco equipment
* Assisted with Cisco switch upgrades which included cabling and testing ports to enhance performance
* Added users to the Cisco Communicator 6 for VoIP phones 7920/7960 series and also configured voicemail using Unity
* Configured Blackberry phones using the Blackberry tools for wireless, emails, and contacts
* Performed Inventory control for all Dell hardware and vendor related software assets
* Was responsible for contacting all related vendors for outsourced repairs and inventory control
* Performed in house repair for all Dell pc's, laptops
* Performed all tasks and duties above Dept. ITIL/SLA/ Metrics procedures

**Mattel Corporation:   
El Segundo, Ca.  
Desktop/Telecom Support Technician  
June 2010 - January 2011**

* Desktop Support for internal and external 700(+) Mattel company employees
* Added and removed users from Active Directory, and performed troubleshooting for Windows XP SP2 and Office 2003/2007 as well as Mac OSX issues
* Used Remedy for creating tickets, as well as using Windows Remote Desktop for remoting into desktops
* Setup all Audio/Visual and Video conferencing using Cisco equipment
* Assisted with Cisco switch upgrades which included cabling and testing ports. to enhance performance
* Provided inventory control for all Dell and Apple assets utilizing in house audit controls
* Responsible for contacting all related vendors for outsourced repairs and inventory control
* Responsible for ordering, deployment and migration of Dell and Apple pc’s and laptops.
* Performed in house repair for all Dell and Apple pc's, laptops as needed
* Exceeded all internal metrics and departmental goals
* Installed, Deployed and Tested pc's, laptop, printer, iphones, ipads and android phones for connectivity

**Certifications: Microsoft MCP and Comptia A(+)**

**United States Air Force Veteran**

**Education: H.S. Diploma**