## Victor “Vic“ Barnes

**Emeryville, CA. 94608**

**Mobile: 510 469-3340 \* Email: Vic4service@yahoo.com**

**SUMMARY OF QUALIFICATIONS AND PROFESSIONAL SKILLS**

* A+ Certified, Network+ Certified, Dell, Lenovo Desktop / Laptop Certifications
* Highly skilled installing and configuring computer systems, Cisco VOIP phone / smart phones, Ipad’s and tablets
* Best practices while performing Client Facing / Legendary Customer Service duties and responsibilities
* Experience managing multiple tasks and completion of projects in a dynamic environment on schedule
* Excellent ability to keep abreast of the current computer technologies
* Operating Systems; Windows XP, 7, 8, 8.1 and 10. Server 2008, 2012, Linux, iOS and Android
* Proactive while providing executive level support; Skype for Business, Vide Conference Rooms and A/V Systems
* Lead Technician on several refresh, EOL, relocation and data migration projects

**SOFT SKILLS**

* Positive attitude, flexible, adaptable and work extremely well under pressure
* Decisive, self-starter, require only minimal supervision to maintain excellence
* Ability to manage difficult people and problem situations; a real people person
* Grasp new concepts and ideas quickly and accurately; quick study

**PROFESSIONAL EXPERIENCE (Contractor)**

8/2020 to 2/2021 **John Muir Health**

Desktop / Deskside Support, break / fix, image / reimage WOW carts, anesthesiology workstations, pharmacy DoseEdge mobile devices and various other devices

4/2019 To 8/2020 **IT Consulting**

Break / Fix, POS Installation, Field Service Technician (PC’s) and Technical Support

4/2017 to 4/2019  **Bayer Pharmaceuticals**

Desktop Support Analyst / A V Support Technician / Win 10 Migration / Printer Support (3 sites)

10/2016 to 3/2017  **Southern Wine & Spirits**

Executive Level Technical Support(VP, Upper Level Management Suites)

5/2016 to 10/20106  **LabCorp**

Desktop Migration Technician (Win XP to Win 7 upgrade)

1/2015 to 5/2016  **AT&T**

Network Support Technician (Data Center)

10/2015 to 12/2015 **Grifolds**

Desktop Migration Technician (Win XP to Win 7 upgrade)

1/2014 to 10/2015  **John Muir Health**

Desktop Support Technician (Break / Fix)

**EDUCATION**

**The Stride Center – Oakland, CA. –** CompTIA A+, Network + Certification and Security +

**Berkeley Adult Schools – Berkeley, CA. -** Network Technology

**Laney College – Oakland, Ca**. – Computer Science

**ROLES / DUTIES**

* Provide tier 1 and 2 level IT support for Small, Medium and Enterprise Businesses
* Analyze,diagnosed, repair and configure desktops, laptops, mobile devices, servers and peripheral devices
* Migration and deployment of enterprise level projects: SCCM, WinPE, Ghost, USB Scripts and Reimaging Tools
* Configuration of email accounts, workstations, user accounts and desktop profiles, active directory
* Setup and configure wired / wireless networks, printers, smartphones, laptops, Ipad’s, tablets and Pc’s
* Resolved layer 2 and 3 network connectivity issues as needed and when required
* Provided on-site desk side and helpdesk support to clients on a regular basis
* Performed in a Managed Services environment decommissioning EOL’s and handling asset management duties
* Installation / configuration of POS systems, ATM’s, Desktops, Laptops, Printers, Scanners and other peripherals
* Utilize remote software to resolve issues encountered by end users. Team Viewer, LogMeIn, Join.me, WebEx
* Setup and configured computer systems, repaired desktop and laptop computer systems to the board level
* Provided technical support via on-site, remotely, phone, and or email
* Command line level experience Red Hat Linux Enterprise
* Office 365, 2010, 2016, Adobe, Crestron, Air Media, Skype for Business, MS Teams and HP Service Manager.
* Ticketing Systems Used; Remedy, Clear Vision, Service Now, HP Service Manager and SalesForce.
* Facilitates Group Training Sessions On Providing Best Practices In Customer Service
* Field Service Engineer Instating / Configuring POS Systems, Card Readers, POS Printers and Associated Hardware