**Desmus Zarate**

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**RELEVANT SKILLS**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Software:** |  | **IT Support:** |
| * Blannco Management Tool * Brief Casper/JAMF * ISE – Identity Service Engine * Google drive | |  | * Active Directory experience * Data transferring * Monitor Swaps * VM Box/VM Fusion * Mac OSX * Windows |

**EXPERIENCE**

**Service Desk Analyst - The Olympic Club/Modis, San Francisco CA March 2021 - May 2021**

* Used Active Directory for on-boarding & off-boarding new/resigned company employees
* Assisted with analyzing, defining specifications, configuring, coordinating with installing LAN Interfaces
* Reached out to 3rd party vendors that support The Olympic Club’s software
* Used Zoho service desk to keep track & documents tickets, technical solutions & projects

**Deployment Tech (Windows 10) John Muir Health,** *Walnut Creek CA* ***September 2020 - February 2021***

* Migrated 5+ Windows 7 computers per day to a more advanced operating system (Windows 10)
* Used SCCM to deploy specific hospital software for various hospital departments.
* Learned brief knowledge for registry editor like creating an autolog & deleting print drivers

**Apogee (Remote Project) *August 2020 - September 2020***

* Brief use of company software that provided online support to help onboarding students
* Responded to 3+ support calls that included resetting passwords, connecting network devices, checking accounts & Resetting passwords

**Deployment Tech (Windows 10) Kaiser Permanente,** *Oakland CA* ***May 2020 - August 2020***

* Migrated 5+ Windows 7 computers per day to a more advanced operating system (Windows 10)
* Used a like version of SCCM to clone user data to their new machine before deploying
* Used APPOS to locate the hospital department’s software before installing

**IT Provisioning, Salesforce.com/CompuCom,** *San Francisco CA* ***January 2017 - March 2020***

* Configured and installed Linux, MacOS and Windows operating systems on new/redeploy-able machines
* Solved 10+ remote break fix & virtual machine cases weekly.
* Trained 5+ provisioning techs & assist the Salesforce tech bar on using provisioning equipment and applications.
* Helped & Troubleshooted imaging servers such as Windows, Linux, and Mac with multiple Salesforce teams to ensure production continues within 3+ provisioning labs
* Managed the flow of assets in the provisioning lab which includes updating the Sign In/Out Log with Legal Hold, repair, EOL, donation & New assets
* Used the Identity service engine to ensure each machine is properly assigned to an operating system before deploying
* Project lead to a team that helped migrate MuleSoft’s end user community into the salesforce domain

**IT Desktop Support*,* Kaiser Permanente**, Oakland CA ***August 2016 – January 2017***

* Provided in-person and phone-based tech support by monitoring and solving 15+ user tickets weekly including transferring data, upgrading memory, and replacing hard drives using Remedy ticketing software
* Managed and tracked 500+ assets while using Microsoft Excel to maintain supplies and identify PC upgrades
* Used AppOs software to push, remove, and update requested applications to company employee laptops and desktops to ensure proper tech refreshes
* Deployed, built and repaired equipment like hard drives, memory chips and operating systems daily according to Kaiser Permanente standard protocol

**EDUCATION**

**Year Up / Foothill College,** San Francisco, CA ***March 2016 – February 2017***

* ***IT Training Certificate***