**Jefry D Frias**

**jefs@pm.me**

**Education:**

**Clifton High School, Clifton NJ** **Graduation Date:** June 2008

High School Diploma

**IT Certifications:**

CompTIA A+ Certification

CertificationID#SBDZL9PC1E1E1DSP

CompTIA Network+ Certification

CertificationID#SLBT39LC1FB41GS1

CompTIA Security+ Certification

CertificationID#NBKZPK011EVQQLS9

All Certifications valid thru 2023

**Work Experience:**

**United Disability Services Lancaster, PA**

**Desktop Support Tech October 2019 - Present**

* Led cyber security awareness program and trained users who did not pass E-Mail phishing campaign
* Created and configured users and security groups in Active Directory.
* Responsible for performing AD password resets and logon issues.
* Granted customers access to network share resources via Active Directory user groups.
* Utilized exchange to add or disable user mailbox accounts
* Created network share drives to centralize customer documentation and control documentation access
* Granted customers access to network share resources via Active Directory user groups.
* Monitored connectwise ticketing queue to follow up, update, and close tickets submitted by customers.
* Created centralized knowledge base to streamline troubleshooting methods and procedures.
* Responsible for installing and troubleshooting client end applications
* Responsible for installing, configuring and troubleshooting printer and scanning devices.
* Exposure to cisco unified CM administration (setting up extensions, CTI route point, LDAP synchs)
* Responsible for the troubleshooting and repairing laptops and desktops.

**Randstad Technologies, Mechanicsburg PA**

**Tech Support Analyst January 2017-October 2019**

* Responsible for customer support and KB documentation within my department
* Assisted customers in resolving issues using step by step troubleshooting procedures provided by knowledge base
* Provided customer support via remote access using tools such as Skype/Lync, and remote assistance, and go to assist
* Resolve client side issues related to Citrix published applications or applications only found in the Citrix storefront
* Responsible for verifying customer information and resetting password upon confirmation of customers’ s security answers
* Responsible for troubleshooting PC related hardware issues such as modems, laptops and desktops via phone.
* Used Remedy and Service Now to resolve tickets received by customers.
* Tickets were resolved within SLA required timeline with respect to ticket priority

**Amazon, Lewisberrry, PA**

**Amazon Associate**  **June 2016- January 2017**

* Gathered orders utilizing windows based scanning device
* Using reporting tool to analyze employee time and productivity
* Worked with leadership to develop ways for increased employee productivity
* Responsible for meeting deadlines for orders made during peak holiday seasons
* Worked with Tech Support analyst to troubleshoot issues with windows based systems on warehouse floor
* Responsible for troubleshooting and configuring new printing devices placed on Amazon warehouse network.

**Addition skills :** Familiar with Java, Javascript and HTML/CSS. Fluent in Spanish.