

## PROFESSIONAL SUMMARY

Insightful, certified and result driven Information Technology Expert with several years of experience in rendering IT solutions and application support in a broad range of corporate IT initiatives - while participating in planning, analysis and implementation of system solutions to facilitate the attainment of business objectives. Excelled at providing top notch IT solutions and application support, coupled with Sound knowledge of Computer Networks and Security, operating systems (Microsoft Windows, Apple MacOS). Adept to communicate technical solutions to non-technical end users. Excellent multitasking, problem solving and resource management skills. Passionate in acquiring new skills and knowledge, adapt them to deliver results. Excellent time-management and communication skills, confident and patient with an ability to develop and maintain professional rapport with colleagues and clients through effective communication for the purpose of achieving organizational philosophy.

## PROFESSIONAL SKILLS

### HARDWARE SKILLS

- Network Security
- Troubleshooting
- I.T Hardware maintenance
- Network Configuration
- Systems Administration and Evaluation
- Emerging Technologies

### SOFTWARE SKILLS

- Software Installation
- User Experience Design
- Front End Programming
- Software Diagnosis
- Information Management
- Cisco WebEx, Citrix Systems, Fuze, etc.

### PERSONAL SKILLS

- Time Management
- Training and Customer Service
- Strong Analytical Skills
- Process Improvement
- Teamwork and Critical thinking
- Excellent communication skills

## EDUCATION

Major: Computer Science

**Kean University, Union, New Jersey**

2007-2009

(3.4) GPA

Major: General Studies High School Diploma

**Woodbridge High School, Woodbridge, New Jersey**

2003-2007

(3.6) GPA

## CERTIFICATION



CompTIA Fundamentals



CompTIA A+

## PROFESSIONAL EXPERIENCE

Application Support Analyst

**Randstad Technology at Bessemer Trust, Woodbridge, NJ**

2021 – Present

Private independent financial firm that oversees more than \$140 billion for over 2,500 families

Responsible for laptop deployment project for all Bessemer employees

### *Core Responsibilities & Accomplishments:*

- Independently resolve incidents and complete requests with the highest level of white glove customer service and professional communication skills to internal and external end users
- Provided technical and analytical expertise within an Application Development department to determine and resolve application errors and provide root causes analysis
- Provided specific application support with tools to provide direct business technical solutions, error corrections and workaround creation
- Created detailed technical documentation of application testing processes and procedures for Business Continuity Planning/Disaster Recovery
- Migrated Bessemer end user from windows 10 desktops to laptops
- Performed data transfers and software installations from desktop to laptop devices
- Work with Active Directory and MS Office Suites
- Setup and manage smart phones via MobileIron
- Demonstrate the ability to analyze and solve complex technical problems with attention to detail
- Create written procedures for knowledge base database
- Acted as Help Desk during down time
- Utilized ServiceNow ticketing system to manage troubleshooting calls
- Provided white glove service, went above and beyond expectation for service delivery

## Desktop Technician

### **Beacon Hill Staffing at Shionogi, Florham Park, NJ**

2019 – 2021

Japanese pharmaceutical company best known for developing Crestor

Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows based end points (Laptops & Thin Clients) Tablets & Smartphones (IOS) and Microsoft Office Suite

#### *Core Responsibilities & Accomplishments:*

- Provide support to end users on a variety of issues ranging from hardware, software, network, and account management, VPN Global Protect connectivity
- All Performed on-site technical support, installation, repair, preventative maintenance of workstations and related software/hardware before Covid Pandemic
- Maintained confidentiality and discretion when working with passworded or sensitive materials
- Work with applications like MobileIron, Box, Active directory, Global Protect VPN, SharePoint, and WebEx
- Ability and emotional intelligence to teach highly technical content to users with any level of experience

## Help Desk Analyst

### **Allscripts At Summit Medical Group, New Providence, NJ**

2018 – 2019

Allscripts the I.T solutions provider for Summit Medical Group, The largest physician-owned multispecialty practice in New Jersey

Acted as the first point of contact for the provision of user support with the core duty of providing timely and efficient solution to customers request and challenges. Also, collate user's calls into the IT Service Desk, calls are all logged into CA technologies ticketing system for immediate processing.

#### *Core Responsibilities & Accomplishments:*

- Answer 25-30 incident calls per day as well as requests via email
- All level 2 support printer incidents are forwarded to the contracted partner Alltech services
- Assist all employees and members of Summit Medical Group with level 1 desktop technical support over the phone. Accessed end user's desktops remotely to further troubleshoot
- Troubleshoot Applications and software such as Microsoft Office 365, Citrix Systems, Fuze, M\*Modal, Click Share, Duo Mobile, Cisco WebEx, Symantec V.I.P, Athena Health, BitLocker
- Troubleshoot external desktop hardware such as Dymo Label printers, Docket Port Scanners, RDM credit card and check machines, Polycom VOIP telephones, mobile phones, tablets, network printers and fax machines
- Tools used to troubleshoot and resolve incidents: Active Directory, Print Management, Team Viewer, Remote Desktop, Skype For Business, Cisco AnyConnect VPN
- Operating systems: Windows 7, Windows 8.1, Windows 10
- Provide some level 2 technical support to end users within the New Providence business building. Manually troubleshooted desktop issues at end user's workstation.

## REFERENCES

- Available on request