JOSEPH SANCHEZ

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EXPERIENCE

Desktop Support Engineer (Contractor)   KPFF Consulting Engineers   Seattle, WA
August 2021 – October 2021
Contract to Permanent

• Resolving end-users' technical issues such as remote desktop connection issues, Microsoft Office software issues.
• Used PowerShell program to end user's connectivity, pinged end users' computer to see if it is reachable, and restart their computer's remotely if needed.
• Creating PowerShell scripts to automate Windows 10 imaging process.
• Created virtual Windows 10 machine for testing PowerShell scripts to ensure they work before being released in a production environment.
• Setting up monitor arms for the new computer monitors, helping with the setting up user workstation between floor 15th, 16th, and 17th while each of the floors is going under remodel.
• Setup monitor arm-mounts on the desks, fed computer cables into the arm-mounts to ensure the cables are packed neatly, and connected computers at the elevating desks.

• Recover data for end-users by using the WinSCP data recovery program.
• Setting up computer monitors at the employees' new desks on the 15th floor.
• Placed End-user's Office peripherals (e.g., keyboards, desk phones, and headsets) at their assigned desks.

• Read computer log files to ascertain determine the root cause of computer or software malfunction.
• Setting up end user's desk phones to ensure they turn on and work.
• Made network cables for office computers.
• Patched network cables to the corresponding data ports at the desks to ensure network connections are working.
• Automating AutoCAD and Civil 3D custom packages and configuration files specific to each department (e.g., Seattle Pacific University civil engineers, Transportation Civil Engineers, Civil Structural Engineers, etc.) via PowerShell scripts.

System Administrator   Play Network   Redmond, WA
Contract to Permanent
July 2021 – July 2021

• Resolved Voice over IP phones (VOIP)
• Preparing and setting up monitors, getting laptops ready for office re-open due to COVID-19 pandemic.
• Server maintenance
• Supporting offices around the world:
 Sydney, Australia, Chicago, Illinois, Montreal, Canada, London, UK, China, and Hong Kong.

- Utilized a PowerShell script to install company-standard applications.
- Replace system laptop fans with new ones to improve system performance and keep the system quiet.
- Use Mac terminal command prompt application to remove user accounts by using commands.
- Using bash scripts into download and install software to Mac computers.
- Filling out purchase requests forms for hardware components.

Senior Migration Engineer   Providence   Seattle, WA
May 2021 – July 2021
Contract
Location of the project: Seattle, Bellevue, Issaquah, Mercer Island, and Renton

- Upgraded over 10,000 workstations and devices throughout the United States
- Migrated user data to their new laptops using user state migration tool (USMT)
- Used System Center Configuration Manager (SCCM) to deploy software to new computers
- Mapped network drives including drive permissions to user's profile and administrative rights
- Used C Share method to transfer data manually to another computer
- Added additional memory components to employee's new computer
- Documented customer request for specialized software and hardware
- Checked inventory for number peripheral devices and computers in the storage room
- Scanned computer's asset tags to the manifest spreadsheet for how many Windows 7 computers
- Surveyed each Providence site to see how many computers there are and where the computers are located
- Developed Standard Operating Procedure (SOP) documents while using Agile methodology
- Implement system group policies to ensure that computers are compliant to Providence standards
- Used Active Directory look up computers and move them into the proper organizational units (OU)

Migration Engineer / Intune Support Specialist   Pro4ia   Seattle, WA
April 8, 2021 – April 13,2021
Two-day, with an additional two-day contract job
Completed Successfully

- Backed up user data to One drive
- Reimaged and installed Windows 10 operating system to client computers
- Reconfigure system network settings manually due to how the network infrastructure set up in office
- Created new user email and login credentials for users and joined their new accounts to Azure Active Directory domain
- Resolved ethernet port issue where the port is not obtaining Internet Protocol address (IP) from DHCP Server. How it was resolved was reinstalling Windows operating system and Infrastructure team reconfigured the DHCP address pools
- Re-enrolling mobile phones to sync with new email accounts and restore user data to phones.
- Re-mapping printers to computers
- Ensure that outlook and Microsoft Teams applications are up and running

- Resynchronize the user new email profile to their mobile phones
- Setup multi-factor Authentication such as fingerprint, pin, etc.
- Added computers to Azure Active Directory
- Used command prompt to troubleshoot networking issues

Migration Engineer   Capgemini   Seattle, WA
September 2020 – November 2020
Three-month contract: Completed successfully

Carnival Cruise Line project (contract):
- Migrated user data to their new laptops (Windows 10) using user state migration tool (USMT).
- Used System Center Configuration Manager (SCCM) to deploy software to new computers.
- Mapped network drives including drive permissions to user's profile and added administrative rights.
- Installed Citrix applications and company's proprietary software and configured them.
- Remediated a password prompt that kept popping up for outlook email application by using a PowerShell script.
- Imported RSA tokens for virtual private network (VPN)
- Windows registry program to restore user profile for the computer.
- Used C Share method to transfer data manually to another computer
- Added additional memory components to employees' new computers.
- Documented customer requests for specialized software and hardware.
- Worked on excel spreadsheets to keep track of technology assets
- Checked inventory for the quantity of peripherals (e.g. docking stations, mice, keyboard, etc.) and computers that were in stock.

IT Service Desk Analyst   True Blue   Tacoma, WA
February 2020 – April 2020
Three-month contract: Completed successfully

- Upgrade 1,000+ Window 7 computers to Windows 10.
- Resolved printer, software (e.g. Office 365) related issues.
- Imaged 146 new laptop computers by utilizing PXE boot feature (installing Windows 10 from the network server. This was done at corporate office during the COVID-19 pandemic. I was lead team member leading this secondary migration project.
- Removed Sophos tamper protection and antivirus software as well as remapped network drives
- Configured static IP address for a designated computer and resolved network drive issue which was caused by duplicate port and created a ghost computer within a network.
- Remoted into other users' computers to install software and resolve any computer issues that they have encountered.
- Experience in Service Now ticketing system.
- Installed proprietary software for True Blue and its subsidiaries.
- Working knowledge of ITIL
- Knowledge of scripting (e.g. PowerShell and Python)

- Provided copious notes to describe the technology issue, its behavior and troubleshoot techniques that were used to attempt to resolve the conflict that has occurred

Desktop Support Specialist

May 2019 – December 2019   Applus Technologies   Kent, WA
Seven-month contract: Completed successfully

- Troubleshot Desktop, Laptop, and mobile devices (e.g. iPhones and Android phones)
- Troubleshot credit card terminals.
- Resolved help desk tickets via Spiceworks software and corrected data entries within the database.
- Troubleshot, reconfigured network drives and used command line interface to test connectivity issues for end user devices and network connectivity.
- Setup Microsoft exchange for outlook applications
- Added new employee and removed former employee records from the corporation's database
- Checked the computer's performance and disabled unnecessary application's start up procedures upon turning on a computer to improve boot up time.

Computer Lab Technician

September 2015 - June 2017   Pierce College   Puyallup WA
Student job

- Assisted students with Microsoft Office software issues
- Resolved students' internet connectivity to computer lab resources.
- Troubleshot students' MacBook (Apple) computers from changing the internet connection settings to repairing the MacBook's operating system. Troubleshot iPhones and Android phones
- Tested and maintained network connectivity of lab printers and computers.
- Worked on student's personal computers and resolved connectivity issues.
- Configured and installed operating systems on lab's computers.
- Assisted distraught student; Repaired student's laptop operating system.
- Recovered data by using a Linux operating system's tools or bootable recovery software.
- Develop technical troubleshooting guides to resolve common connectivity issues to advance connectivity issues.

EDUCATION

September 2019 – November 2020   Central Washington University   Ellensburg, WA
Master of Science, Information Technology & Administrative Management, Cybersecurity Management specialization
Graduate certificate, Data Analytics specialization

June 2017 – December 2018   Central Washington University   Ellensburg, WA
Bachelors, Information Technology & Administrative Management, Cybersecurity specialization

2014 – 2017   Pierce College   Puyallup, WA
Associates in Computer Network Engineering
Certificate in Computer Systems Administration

Skills

- Cisco Router/Switch Configuration
- Apple MacBook 10.9 – 10.13
- Window Server 2008 - 2016
- Windows XP – Windows 10
- Windows OS migration
- Troubleshooting network issues
- Linux / Unix
- Python programming
- Microsoft SCCM
- Access controls implementation

- Cisco Firewall (ASA, IDS, IPS)
- IOS (Apple operating system)
- Network Security
- PowerShell
- Active Directory
- Microsoft Exchange
- Remote Desktop (RDP)
- Risk Management Framework
- Azure Cloud

Projects:

- AutoCAD & Civil3D installation script: *https://github.com/LilTitanium/PowerShell-Portfolio/blob/main/Past%20work/civil%20transpo%20group%20-Autocad%26Civil3D%20install%20-Network.ps1*

Certifications

- Microsoft Technology Associate: Security Fundamentals
- Microsoft Technology Associate: Cloud Fundamentals
- Microsoft Technology Associate: Mobility and Device Fundamentals
- Microsoft Technology Associate: Windows Server Administration Fundamentals
- Microsoft Technology Associate: Windows 10 Operating System