

Mack Ramirez

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Overview

Proven IT support technician with high standards and strong work ethic contributing to new ideas to enhance growth. I'm always looking to expand my knowledge, embracing new challenges.

Certifications

CompTIA A+ | 2022

- Overview of hardware components, operating systems, network troubleshooting, and security.

Bottega Coding Bootcamp | Full Stack Web Development | 2022

- Skilled at Python, Javascript, programming languages
- Databases; MongoDB MySQL PostgreSQL

Skills

- Customer service (White glove service), Windows, IOS, Intune Endpoint Manager, Microsoft365, Active Directory, Network troubleshooting/patching, Okta Single Sign On, Manage Engine

Professional Experience

Pfizer Lucira | Emeryville CA | May 2023 – Present

IT Analyst

- Present the onboarding process for new hires regarding IT processes and equipment. Prepares and configures devices needed by new hires by imaging laptops (Windows OS and MAC OS), user/device AD account setup, and installing company management software via PowerShell scripts and manual installations.
- **Patching endpoints with Manage Engine**
- **Supporting remote users with VPN connection, Password reset, or locked out issues**
- **Unlocking or resetting passwords in Okta, resetting MFA when phones are swapped**
- **Author and maintain IT knowledge base articles to help resolve issue quickly**
- **Respond to ticket in timely manner**
- **Communicate with SharePoint Admin, Procurement department**
- **Assessing Equipment and maintaining inventory**
- **Administering Active Directory, creating users, unlocking or resetting passwords**
- **Assisting new hires with initial login and set up**
- **Provide C-level support using non-technical terms for guidance, providing white glove service**

Allogene Therapeutics | South San Francisco, CA | Jul. 2022 – May. 2023

IT Support Specialist

- Present the onboarding process for new hires regarding IT processes and equipment. Prepares and configures devices needed by new hires by imaging laptops (Windows OS and MAC OS), user/device AD account setup, and installing company management software via PowerShell scripts and manual installations.
- Provide administrator responsibilities to Active Directory, Okta (SSO), Microsoft Exchange, Box (Cloud Storage), Druva (Data Backup), Zoom as well as maintaining licenses and installs for role specific software such as Adobe Pro, GraphPad Prism, and FloJo. Transferring the license when laptops swap is the solution.
- Troubleshooting Okta lockout, reviewing logs and ensuring synchronization with Active Directory.
- Ensuring efficient support of core organizational roles and C-level staff on-site, and offsite.
- Malware scanning and removal; using Microsoft defender to ensure a secure machine when prompted to check by cybersecurity team.
- Working with Lab instruments and their vendors ensuring proper data migration and proper configuration of the desktops operating the instrument.
- Utilizing ticketing system to accurately document and track user issues, following-up and resolving all assigned tickets within timeframes, demonstrating exceptional ticket management and attention to detail.
- Providing white glove service to all end users.
- Trouble shooting hardware issues, increasing ram, swapping SSD, power cycling, port connection
- Setting up mobile devices (iOS, Android) to BYOD, on workspace one, or Intune, assisting with outlook set up.

Nektar Therapeutics | San Francisco, CA | Apr. 2021 – Jul. 2022

Desktop Support Technician

- Troubleshooting network patching testing and ensuring a secure network.
- Scheduling and coordinating laptop repairs deploying tech for remote and onsite users, ensuring timely resolution and minimal disruption.
- Served as project lead for a relocation of 25 workstations in a span of 3 days.
- Communicating with users through ticketing system providing updates, instructions, and resolutions.
- Troubleshooting mobile devices with 2FA or MDM and Apps
- Managing software license and documenting those using the license assigned.
- Imaging PC with PXE boot/ SCCM
- Deploying Windows and IOS devices
- Configuring VOIP desk phones and reporting any issues.

Security Industry Specialists | San Francisco, CA | Dec. 2019 – Apr. 2021

Security Operations Center Operator

- Operating and monitoring with Surveillance Systems.
- Dispatching response for any security concern, documenting all process.