John P. Smith

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**Summary**

* Expert knowledge of the latest software. Including desktop, and laptops.
* Able to integrate customer service experience, computer skills and related education to exceed technical and customer requirements.
* Able to effectively communicate technical information to non-technical personnel, on all professional levels.
* Successfully work in a team environment, as well as independently.

**Technical Skills**

* Microsoft Deployment Server
* Windows 10
* Lease refresh upgrades-In-House Move, Add and Changes
* XP Professional, Windows 7, Windows 8.1
* Office365
* Active Directory Management
* Microsoft Office 2013 and Lotus Notes
* Symantec Norton, Anti-Virus, Ghost Imaging
* SCCM, PGP, McAfee
* Remote Desktop Connection, Dame Ware
* TCP/IP, LAN/WAN, DHCP, DNS, and Firewalls and VoIP
* McAfee 95 ticketing system BMC Remedy system Microsoft Office Communicator 2007 R2
* Bomgar Represenitive Console
* HP, IBM and Dell desktops Laptops
* HP Printers
* Service Level Agreement
* Symantec PC Anywhere, Symantec Endpoint Protection
* Altiris Symantec Management Console
* Service Now ticket system
* SAPGUI-PROD-720-v3-A
* Citrix Receiver
* Allway Sync
* Skype for Business (Lync)

**Experience**

**Raytheon Company Inc-Desktop Support Tech –Contract**

**4/30/2017 to 6/21/2017**

* Troubleshot Windows 7 and MS Outlook issues that weren’t resolved at the helpdesk (1st level)
* Worked backlog tickets in Remedy.
* Upgraded operating systems for Executive personnel from Win 7 to Win 10.
* Contacted users that had computers that were due for upgrades and conducted hardware and software surveys to determine what applications and hardware that will need to be installed on the new computers.
* Imaged laptops and desktops from the server, added the computers to Active Directory and to the domain , mapped over to users computers and migrated data, PST’s, Documents from the old computer to the new computer.
* Deployed computers to users’ desk then assisted users with logging onto the computers to ensure that all data was copied over.
* Wiped legacy hard drives and prepared them to be shipped out to the vendor.

**Michaels Stores Inc. Implementation Tech-Contract**

**7/7/2016 to 11/14/2016**

* Lease refresh project upgrading 600+ laptops and desktops units from Windows XP to Windows 7 using Microsoft Deployment Server as the imaging tool and also installed and configured different programs on the units such as SAP, Skype for Business, PGP and Adobe Photoshop as well as setup printers and mapped network drives for users.
* Upgraded 100 Win 7 computers to Windows 10 operating system and also performed support for Windows 10 and MS Office products...
* Setup loaner laptops for users when the original laptop was being serviced for hardware issues or if the laptop needed extended software troubleshooting by the technician.
* Managed new users and computers in Active Directory unlocking and resetting passwords.
* Fixed Xerox printer issues on user computer’s ensuring that they could print as well as setting up user’s to use the secure print setting on the printer that they used. Troubleshot Microsoft Outlook 2013 email problems (PST’s) by restoring, repairing and performed backup of PST’s.
* Assisted users with logging onto the LAN and connecting via VPN.
* Contacted 3rd third party vendor (Dell) for hardware repair.
* Erased hard drives and decommissioned laptops and desktops for pick up
* Used Service Now as a ticketing system.
* Also participated in a pilot run for migrating Windows 7 to Windows 10 including data transfers.

**Atmos Energy Corporation- Tier 3 Desktop Support Engineer-Contract**

**1/19/15 to 1/15//2016**

* Lease refresh project for upgrades to over 2000+ Dell 6400 model laptops and Dell 7020 Desktop Computers from Windows XP to Windows 8.1 using Symantec Ghost as the imaging tool.
* Went on site to user location’s and conducted software survey’s on legacy computers before upgrade’s to determine what will need to be re-installed on the new computer.
* Worked with engineers with testing and resolving AS400 module issues related to operating systems.
* Configured, troubleshot, isolated, repaired, and resolved all customer computer issues

Including desktop/laptop hardware and software mobile devices, printer/scanners, peripherals

* Performed data migration’s from legacy device’s to new devices.
* Set up users and computers in Active Directory, reset passwords and unlocked accounts.
* Communicated directly with customers via phone, in person, remote tool and e-mail to diagnose, identify, reproduce and resolve customer reported issues.
* Set up and programmed Avaya office phones for end users.
* Perform windows updates on computers and responded to virus alerts.
* Escalated issues that weren’t resolved at the second level support team.
* Decommissioned outdated computer equipment.
* Installed and configured Allway Sync file synchronization utility on user’s computers.
* Also used Bomgar Representative Console to remote in and assist users with computer’s and printer issues.

**MedAssets- Refresh Deployment Tech-Contract**

**9/27/14 to 12/15/2014**

* Upgraded 900+ computers from windows XP to Win 7 - Dell E6420 laptops to Toshiba Z50/30’s using Symantec Ghost as the imaging tool.
* Setup appointments with users to deploy laptops.
* Added and disabled laptops and users in Active Directory Users and Computers, SCCM, PGP, and McAfee Agent as well as reset passwords.
* Installed various types of software onto laptops and mapped network printers and network drives. Also used Microsoft System Center to push software to laptops
* Pulled problem tickets from BMC Remedy ticket tracking system.
* Troubleshot network, printer, MS Office 2013 issues, mapped pst’s, troubleshot issues within, Blue Screen of Death issue’s onsite and remotely using Bomgar and Remote Desktop. Also ran window updates on laptops.
* Erased hard drives and decommissioned laptops for pick up.

**Bank of Texas-PC Implementation Tech (Refresh)**

**12/2/13 to 8/29/2014**

* Imaged 1,000+ laptops and desktops with Symantec Ghost and upgraded operating systems from Win XP to Win 7, migrated data from legacy computer’s to new computer’s, installed and configured software on devices and deployed them to Bank of Texas corporate offices and setup and deployed pc’s to Bank of Texas bank branch lobby’s and teller stations.
* Setup network printers, local printers and monitors.
* Performed next day support to user’s that were experiencing problems with computer network, network printers, local printers, Internet problems and also intranet websites and MS Office Outlook 7 issues.
* Decommissioned hard drives.
* Performed inventory on laptops and desktop units.

**JPMorgan Chase- Tier 1, 2 and 3 Desktop Engineers (Contract)**

**6/18/12 to 6/18/2013**

* Provided technical support and training on a national and local level to over 2000+ users. This included Executives, Sales Representatives and Production Department personnel. Assisted with resolving issues related to Win XP and Win 7 operating systems.
* Troubleshot problems on desktops and laptops such as MS Office 2003-07 products, Outlook email and Registry issues, Blue Screen of Death, Stop error messages, login issues. Desktop, laptop and printer network connection issues, network printers and local printer setups.
* Performed lease refresh upgrades to over 1000 + HP/Lenovo desktops and laptops from Windows XP to Windows 7 using Symantec Ghost imaging tool.
* Conducted site surveys with customers via phone, email and in person to ensure lease refresh upgrades were successful from beginning to end. Also that all data was transferred from legacy device to the new computer as well as making sure the new monitors, mice, keyboards and printers were operating correctly.
* Reset and unlocked user accounts and passwords in Active Directory. Used SCCM 4.00.6487.220 as a remote desktop tool to troubleshoot remote and local user problems and also, assign different software to users computers.
* Worked as a liaison between PC end users and I.T. development personnel to define system issues. Conducted studies analyzing user requirements, performed cost analyses, and identified alternate systems approaches ensuring that the company’s desktop and laptop needs were met.
* Worked McAfee 95 ticket queue by logging incoming calls and troubleshooting computer and printer problems as well as documenting and escalating calls to appropriate I.T departments for further evaluation when needed.
* Cleaned viruses from desktops and laptops using Symantec Anti-Virus and also used Malware bytes to remove spyware from operating systems
* Decommissioned desktop and laptop hard drives and wiped the hard drives with degaussing device Garner HDTD-8200 and Audio lab TD-5. Updated the inventory database and scheduled to have equipment picked up and disposed of.
* Performed IMAC’s (In-House Moves and Changes).

**Methodist Health Connect- Lead Desktop Support Engineer (Fulltime)**

**11/17/09 to 4/15/2012**

* Provided Tier 1, 2, and 3 supports for 300+ users with MS Outlook, XP, and Windows 7 issues using Dame Ware remote tool.
* Extensive pc and laptop upgrades using Symantec Ghost and manual installs of Windows 7 operating systems.
* Developed documentation on how to process and deploy Thin Clients (XPe) and desktops to Charlton Methodist Hospital facilities and private doctor’s clinics throughout DFW area.
* Performed after hours support to doctors and nurses with VPN, login and software issues.
* Managed user accounts and computers in Active Directory.
* Installed and troubleshot network and local printers.
* Used Team Viewer remote utility to assist users on and off site with email and software applications installs and issues.
* Imaged desktops and laptops using Symantec Ghost.
* Removed Spyware and viruses from pc’s and laptops using Malware Bytes.
* Changed out weekly backup data tapes.
* Tracked and documented problem tickets in Parature ticket tracking system. Rack/stacked Servers, Routers and switches

**Raytheon Company- Desktop Support Engineer (Contractor)**

**3/05/07 to 11/11/2009**

* Provided level 2 supports for 2,000+ users with Windows XP, Lotus Notes, and MSOffice issues. Performed lease refresh upgrades on 800+ desktops and laptops.
* Troubleshot BlackBerry and Network printer problems.
* Managed user accounts and computers in Active Directory.
* Supported high volume customer inquiries regarding computer software and hardware operation via email, telephone and in person to meet SLA.
* Performed move, add and changes as requested by management.
* Trained users and co-workers on the use of new technology, including software and hardware on laptops and desktops.
* Worked with Asset Management with decommissioning surplus units such as laptops, desktops and monitors.
* Setup Video Teleconferencing for executives in conference rooms throughout the Raytheon

Corporate facility.

**Sony Inc –Desktop Support (Fulltime)**

**2/10/00 to 1/15/2007**

* Configured, troubleshot, isolated, repaired, and resolved all customer computer issues
* Including desktop/laptop hardware and software mobile devices, printer/scanners, peripherals and other desktop equipment. Installed and configured a variety of different software on computers.

**Education**

**James Madison**

**MicroHard Technologies**

**Dallas, Texas**