

Kelvin L. Easiley Jr.

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Education - Certifications - Awards

ITIL Foundations - February 2018

CIW - Site Development Associate February 2018

HDI Desktop Support Technician of the Year Nominee – 2018

CompTia A+ 2018

Background

Demonstrated ability to diagnose and resolve difficult and complex desktop-related interoperability issues, security issues pertaining to the OS, system access, passwords, and authentication with excellent problem-solving skills. Knowledge of Windows 10, office productivity software, document management and diagnostic software, including but not limited to Microsoft Office, Office 365, Teams, OneDrive, Adobe Acrobat, iOS, VPN, Citrix, and Remote Access solutions. Knowledge of MacOS, Active Directory, and server management. A highly proficient customer service focused technician with excellent interpersonal, oral, and written communication skills. Ability to work independently and on a team at a distance or in person. Great time management and work prioritization skills abilities.

Professional experience

January 2019 – Present - Jefferson Bank - Technical Analyst II

- Providing efficient resolutions to all end user's technical questions while utilizing ZenDesk to track, document, and create their cases.
- Coordinating with the Network and Security teams remotely and in person, using Microsoft Teams, or Zoom.
- Supporting user's remotely using DameWare, Manage Engine, Citrix UMS, and Microsoft's remote support tools. Currently supporting a mixed environment of WFH users utilizing Duo Mobile and Citrix Workspace. Proficient in Citrix UMS and Citrix's suite of cloud services, including managing mobile devices.
- Plays a critical role in ensuring our employees remain productive with their technology tools. Responsible for responding to incoming phone calls, e-mails, and support tickets and escalate as needed for timely resolution.
- Assists clients with support for Windows software, proprietary software, computers, peripherals, basic computer connectivity, VoIP phones and mobile devices.
- Diagnose and resolve interoperability issues, security issues, system access, and authentication. Utilize ticket tracking tool in an effective manner, maintaining and ensuring accuracy of all logged information. Accurately and fully documenting all troubleshooting and resolution steps. Escalate critical incidents to IT Service Manager and other IT groups as needed.
- Collaborates in developing technical knowledge with other Service Desk team members. Creating knowledgebase documentation. Follows standard operating procedures around security, compliance, process and documentation. Ensures all SLAs are met.

April 2018 – December 2018 Millennium Group – Contractor for USAA - IT Operations Specialist

- Address concerns regarding the handling of an employee incidents
- Takes action on incidents with excessive movement between assignment groups to ensure a resolution is found.
- Notify teams of imminent incident breaches.
- Review and engage applicable assignment groups on aged incidents, reopened incidents, frequent callers, and survey feedback.
- Submit coaching feedback for mishandled incidents.
- Review, improve, create, and sustain the processes for the above activities.

October 2015 – April 2018 - Alamo Colleges - Information Systems Specialist

- Installed, maintained, and performed troubleshooting. Provided onsite technical support for all district owned workstations, printers, network, and telecommunication equipment. This included hardware and software (installed, virtualized and/or imaged). Performed preventative maintenance on hardware and peripherals to minimize failures.
- Researched new computer systems, hardware and services for implementation; assisted with purchase of hardware and software components following district acquisition guidelines.
- Conducted technical issues trend analysis; assisted with root cause analysis and follow up of all technical support issues coming in through incident management.
- Maintained desktop inventory; documented inventory details as required by District Inventory Control guidelines; recorded work statistics.
- Ordered parts, equipment, and materials for computer maintenance and installation; maintained shipping and receiving records for accountability and warranties; prepared items for shipment.
- Performed administration functions, proper incident logging, status updates, knowledgebase updates, and technical documentation required for performing job duties. Keep detailed records of all reports and activity.
- Coordinated and participated in implementation and roll-out of IT special projects.

January 2011 - October 2015 Toyoda Gosei - Information Systems Specialist

- Served as sole point of contact for all connectivity, peripheral and software related issues for Toyoda Gosei Texas, LLC (TGTX). Toyoda Gosei-North America's only Texas subsidiary. On call technician weekends, holidays, and on a 24x7 schedule.
- Recreated and isolated system irregularities with an innate ability to explain complex IT processes and concepts in non-technical terms, in order to quickly and effectively resolve various IT issues across multiple platforms.
- Project manager and the resident technology expert, gaining the trust of enterprise of both senior and executive management.
- Performed scheduled maintenance of servers running Windows Server, replaced network switches network switches and routers. Serviced and maintained all workstations.
- Oversaw the product and device substitution of the enterprises corporate cellular devices and multi-functional copier and printers. Negotiated new and reworked existing contracts and presented best finds to upper and executive management.