

Desktop Support Technician Desktop Support Technician Desktop Support Technician Humble, TX

Work Experience Desktop Support Technician VES - Houston, TX June 2018 to October 2018

Create new user and email accounts in AD and Exchange 2016 as requested. Provide technical support for all inhouse and remote users with a variety of Windows, Microsoft Office, networking and proprietary Veteran Affairs application. Responsible for identifying and resolving network connectivity, AD security permission, email and SPAM filter, printing and scanning, laptop and desktop hardware and OS issues on a daily basis. Managed ESET antivirus server and desktop security to eliminate vulnerabilities. Responsible for testing images and imaging all desktops and laptops as needed Restored files and folders from backups as requested. Provided security access to AD groups and distribution folders.

Security Analyst II JP Morgan Chase - Houston, TX April 2016 to September 2017 i-Space 2013 to 2016 Patch Management - including but not limited to: identifying, configuring, and testing of Microsoft patches for the following operating systems, images and applications: Windows 7 (on platforms LVDI/i-Space/GenY), Windows 10, Office 2010/2013/2016, Silverlight, Shockwave, Adobe Reader and Acrobat, Adobe Flash Player and Debugger, IE, and .NET Test, package and deploy out-of-band patches, hot fixes and updates in System Center Updates Publisher PowerShell projects - testing and configuring GPOs for PowerShell focusing on permissions and logging. Minor PowerShell scripting SCCM - Software update group management - create software update groups and added the monthly security patches and updates. Verification of deployment of all patches to pilot testing groups to ensure successful install prior to global deployment of all packages created monthly. WSUS - monthly maintenance

Desktop Engineer i-Space - Houston, TX July 2015 to December 2015 Responsible for building high-end Windows workstations to replace systems running Linux. Installed Schlumberger Petrel software, to include all required dependent software plugins. Configured and installed software for Data Manager, Reservoir Engineer, Geo Scientist or Kiosk profiles. Responsible for applying security groups to systems to ensure applications and end users could function properly on a daily basis. Replaced hard drives, video cards and added more memory for added performance. Responsible for ensuring the correct version of Windows was installed, due to the consistency of

updates occurring every two months. Systems Engineer/Par Petroleum i-Space January 2015 to June 2015 Created AD accounts, mailboxes and personal drives for new users. Maintained and supported Active Directory as required by the organization. Imaged systems for new users; as well as repaired laptops and desktops when needed. Maintained the SCCM environment, and upon request, created and deployed package. Maintained the McAfee infrastructure and kept a 97% system compliance throughout the domain. Active Directory Security Administrator/Energy Transfer i-Space - Houston, TX September 2014 to December 2014 Assisted in migrating users from multiple domains into one domain. Created Security and Distribution groups, Organizational Units and Exchange mailboxes; to include setting security via Global Policy Objects Systems Engineer i-Space - Houston, TX August 2013 to February 2014 Maintained 30+ dynamic client environment on a daily basis Provided second level remote support at a 99% success rate. Create new user accounts in Active Directory, Exchange mailboxes, Security and Distribution groups, GPO Policies, and 3rd party software applications Maintained Active Directory, Exchange, 3rd Party E-mail Spam Filter, Windows Server 2008, 2003 and 2000, Windows 8, 7 and XP, Apple Products and various types of mobile devices, Patch Management, Anti-Virus and Managed Backups. Provided support for printing, hardware and software, wired and wireless networks, VPN issues as they arise. IT Engineer/Patriot Bank i-Space January 2013 to July 2013 Created new user accounts and mailboxes in AD and Exchange 2010. Provided technical support for Operating Systems, Office products and third-party applications. Responsible for providing support to the entire Mortgage side of the company. Image and deploy new hardware to bring sites up to date. Assisting with the migration to a new phone system. Maintained images according to hardware and software changes. IT Infrastructure Engineer Ceva Logistics - Houston, TX January 2010 to September 2012 Technical lead for Forefront Client Security migration team supervising 8 global implementation team members Designed, configured and implemented FCS replacing various antivirus solutions for 25,000 devices in 3 global regions. Designed and implemented current global WSUS infrastructure. Maintained server and desktop OS security to eliminate vulnerabilities. System Administrator March 2007 to January 2010 Develop, support and maintain Active Directory on

multiple domains, GPO's, and Operational Security for servers and desktops. Provide Active Directory support for 25,000 users and 50,000 devices. Administrator of global patch management via WSUS. Managed SCCM infrastructure spanning 80+ sites globally. Sole administrator of the multi-domain antivirus solution. Tier III Help Desk Support/Desktop Technician June 2002 to March 2007 Met 99% success in SLA ticket closure. Experienced in Microsoft 2k, 2003 and 2008 server technology and Desktop OS support. Provided successful management and execution of 27 domestic and international station moves.

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