Sr. Desktop Analyst Sr. Desktop Analyst Sr. Desktop Analyst Chicago, IL Authorized to work in the US for any employer Work Experience Sr. Desktop Analyst TEKSystems - Chicago, IL February 2019 to July 2019   Supported VIP's, Tier 1 and remote office users within the United States and Internationally   Troubleshooted laptops/desktop issues and Mobile devices as well as RSA authentication, and Office 365 issues.   Worked with Active Directory, Blackberry Work, RSA, Director for VDI thin clients, Citrix and Outlook   New PC builds, network problems, audio/Visual setups for meetings, software instillations and job pushes   VMware management and updates, end of life upgrades   Works with third-party vendors   Point of contact technician for high-level projects and migrations as well as Tier 1 technicians   Tier 2 Support Technician IT Systems Specialist Lead Mizuho Bank LTD - Chicago, IL September 2016 to February 2019   Created system documentation and training guides for users and incoming technicians   Responsible for Tier 1 / 2 level support to in house and international users   Provided support for users in a Windows 7/10 and Virtual Environments as well as VPN users   Troubleshooted issues with Outlook 2010 and 2016 Supported in-house/external users in ATL, DC, WAS and TX Branch locations.   Maintained and troubleshooted Technical Equipment (Computers, Phones, Video Units, Servers, Switches, etc.) Participates in system development and software testing projects with vendors.   Worked with in-house users and external users/vendors to fulfill banks technology needs.   Installs computer systems and software's.   Support all levels of staff including VPs, Executives, and Senior Executives.   Daily server data backups and updates to the server when needed. Systems Administrator/Desktop Support Lead North Town Academy High School - Chicago, IL October 2014 to July 2016   Lead System Administrator for North town High School   Maintained computers\projectors and all IT equipment for the campus   Created and maintained training and knowledge base documents for users and new technicians   Installed system updates and configuration changes regularly on all systems   Implemented new policies and procedures to increase security on apple devices for entire school   Worked directly with corporate office to fulfill Tech needs of school staff, administrators and directors   Added/created/deleted and Modified user's in Outlook as well as Active Directory   Created Purchase orders for new equipment and

parts as needed Lead Data Analyst IRI - Chicago, IL May 2012 to October 2014   Lead Technician for Tier 1 call center that supported over 1500 users throughout the united states and internationally   Accepted and logged user calls (in S.O.R.T Support Order & Request Tracking System) and provided resolutions to users by telephone, email, or remote tools in accordance with service standards.   85% (OCOT) SUCCESS RATE.   Escalates calls (as necessary) to Level II and level III IT staff, or authorized contractors to resolve problems and/or execute user request according to published escalation procedures.   Maintained ownership of user inquiries and request through resolution, owning the relationship with the customer. SharePoint Administrator ACCRETIVE HEALTH - Chicago, IL February 2012 to May 2012   Created/maintained 300+ SharePoint sites. Designed/ presented SharePoint sites to clients.   Helped migrate to new SharePoint version 2010 for all clients.   Worked in a team of 2 to establish 90% overall satisfaction with clients. Banker Life & Casualty ACCRETIVE HEALTH - Chicago, IL December 2009 to May 2010 Remote Desktop Tech   Provided remote support for 450+ users and all locations nationally and internationally. Supported smartphones including Blackberry, Trio, and Palm for clients worldwide.   Created, updated, reset and unlocked clients accounts using Active Directory and AWD.   Diagnosed incoming problem tickets according to level of importance.   PLATFORMS AND TOOLS   Software: MS Office, AS/400, Remedy Ticket System, Active Directory, Norton, McAfee, Unicenter GUI Ticket System, Smart Team, AWD, Aris, SQL   Operating Systems: Windows 7 / Vista / XP / 2000 / 98 / MAC OS   Hardware: Hard Drives, CD / DVD Drives, Desktop PCs, Laptops, Monitors, Keyboards, Power Supplies, Memory/RAM, Port / Slot Installations, Server backups / Updates   Networks: Wireless Network Setup and configuration, WAN, LAN, Basic Cisco / Network Troubleshooting commands   Databases: Oracle Education BACHELOR OF SCIENCE in ELECTRONIC ENGINEERING TECHNOLOGY DEVRY UNIVERSITY - Chicago, IL October 2009 Skills Lan, Training, Customer service, Preventive maintenance, Maintenance, Problem solver Additional Information KEY SKILLS   Technical Troubleshooting   LAN Connectivity   Software Installs   Problem Solver   Customer Service   Preventive Maintenance   Hardware Configurations   Team Collaborations   User Training Support

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