

Service Desk Analyst Service Desk Analyst Service Desk Analyst - Baptist Health Medical Center
Work Experience Service Desk Analyst Baptist Health Medical Center - Jacksonville, FL February
2017 to Present Provided customer support via incoming customer calls(6-10 calls per day)
Troubleshooting and resolving tickets related to technical difficulties with hardware, software in
ESM. Support and maintained user account information including rights, security and systems
groups in AD Support EMR, and Wilma applications. Network Security Analyst Baptist Health
Medical Center - Jacksonville, FL May 2017 to July 2017 2 month Contract) Creating, testing and
implementing network disaster recovery plans. Performing risk assessments and testing of data
processing systems. Installing firewalls, data encryption and other security measure Training
staff on network and information security procedures. Stay on top of emerging threats and
vulnerabilities in IT security. Bank of America - Jacksonville, FL January 2017 to May 2017 Premium
Support Global Helpdesk (6 month Contract) Assign and resolve tickets in BMC Remedy IT
Service Management. Reset user's active directory passwords in active roles. Provided
customer support via incoming customer calls(20-30 per day) Maintained resolution with a 1st call
resolution rate at 88% Configure iPhones, iPads, and Black Berry, on BlackBerry UEM Client.
Remote into user's workstation on Dameware and Support Client Center i8. Troubleshoot all
Microsoft Applications outlook, word, and excel issues. PC Support Specialist Jacksonville Electric
Authority (JEA) November 2016 to December 2016 3 month Contract) Imaging and deployment
of PCs to all sites, local and remote. Assign computers in active directory. Identifies and
prepares hardware for safe disposal, ensuring hardware is secured and stripped before disposal.
Maintain equipment inventory using oracle R12. Degaussed laptop and PC hard drive and surplus.
IT Technician Environmental Services Inc - Jacksonville, FL June 2015 to October 2016 Build,
configure and repairs laptops and desktops Installs and updates business related software
Provides Outlook and Office365 support Creates images for laptops and desktops for quick
deployment and recovery Migrated Windows 7 machines over to Windows 10 Provides end user
support for network related services like printing, email, FTP, and VPN Identifies and prepares
hardware for safe disposal, ensuring hardware is secured and stripped before disposal Creates

computer and user accounts in active directory Assigns required resources and accesses controls to end users Monitors and troubleshoots all end user issues in a timely manner Help Desk Analyst Kemper Insurance - Jacksonville, FL August 2014 to June 2015 13 month Contract) Provided Helpdesk support (via phone and email) for approximately 1,000 users with such issues as: managing Active Directory user accounts including account creations, deletions, password resets, and user's groups and permissions Provided support for Office365 Provisioned, maintained and removed security privileges for users Logged help desk calls and/or email requests into Heat Ticketing system Diagnosed and resolved technical hardware and software issues Researched questions using available information resources Set RSA token accounts for Citrix Kept customers informed of global issues and scheduled downtime or any issues affecting production Provided phone support Black Berry and iPhones Worked on Microsoft Exchange Server Completed inventory tracking in System center Desktop Support Specialist Physicians Choice Lab Services - Rock Hill, SC January 2013 to August 2014 Assigned ThinApp Applications to pools and/or global groups Experienced with VMware (deploy, install and maintain) with Windows 7 images Worked independently to identify and appropriately troubleshoot VM issues; collaborated with appropriate desktop teams to resolve Proficiency in troubleshooting network connectivity problems and basic Windows problems on both physical PCs and VDI desktops Proficiency in troubleshooting and resolving trouble tickets related to technical difficulties with hardware, software, and the network Level II and Level III trouble tickets in I-support Identified user training needs, developed and delivered technical training Provided after hours on call support Data Center Technician Siemens Energy - Charlotte, NC August 2012 to January 2013 5 month Contract) Opened and closed tickets utilizing Clarity Ticketing system for data center issues. Submit timely reports to the superiors Troubleshoot and repair servers that have hardware and network issues. Preventative maintenance of equipment and data network devices. Physically upgrading internal system components (CPU), memory hard drives, fiber cables, and copper. Desktop Support Specialist Baptist Health Medical Center - Jacksonville, FL January 2012 to June 2012 2 month Contract that was extended) Experience with troubleshooting and resolving trouble tickets related

to technical difficulties with hardware, software, and the network Triage Level II and Level III trouble tickets in Heat Experience with troubleshooting, Maintaining, analyzing and repairing computer systems, hardware and computer peripherals Proficient in Go-Live assistance, with EMRS and Shield, Wilma, and Bedside tracking Documented, maintained, upgraded and replaced hardware and software systems Supported and maintained user account information including rights, security and systems groups Proficiency with imaging PCs, Notebooks and performing break/fix troubleshooting in a large (1000+ users) IT environment Resolved Network switch and connectivity issues Proficiency in Windows OS, MS Office, Active Directory, local area networking Maintained resolution with a 1st call resolution rate at 95% IT Specialist Care Centers of Nassau - Fernandina Beach, FL July 2004 to January 2012 Supported entire software network for the company Ability to provide troubleshooting, support and resolution of trouble tickets related to technical difficulties with hardware, software, and the network Level II and Level III trouble tickets in Sys Aid Trained personnel for Network Administration and overseer of the company network Completed inventory over all computer supplies and computers Installed, configured, upgraded and maintained the company's operating systems and application software Ability to provide troubleshooting and support to individuals with issues accessing network systems and provided linkage with the appropriate resources to resolve them Supported the deployment, maintenance, and upgrade of servers, desktop computers, laptops and printers Supported and maintained user account information including rights, security and systems groups Administered data retention/recovery Monitored e-mail servers, replication, and mail routing Remained on 24-hour on call over nights, weekends and holidays Interacted with clients hosting servers for the company while doing general problem solving Technical Service/Help Desk Administrator Consumer Plus - Jacksonville, FL February 2004 to May 2004 Assisted coworkers with company network Provided support to end users on variety of issues Identified, researched, and resolved technical problems Responded to telephone calls, e-mail and personnel request while providing ongoing technical support Configured IP addresses and installed servers Conducted troubleshooting on various computers Education Associates of Science in Networking Administration Hardware Florida

Technical College - Jacksonville, FL Skills active directory (3 years), Excel (Less than 1 year), Imaging (Less than 1 year), Powerpoint (Less than 1 year), Word (Less than 1 year) Additional Information Security+ & A+ Certified professional, possessing 15 years' experience providing Desktop/Helpdesk support to include Windows XP, 7, 10, Active Directory, Citrix VDI, Networking and Systems Administration in enterprise environments 2+ years of experience providing Office 365 and Outlook support Ability to provide technical assistance on special projects such as targeted software/hardware rollouts, break/fix scenarios and implementation of solutions and tools through strong A+ certification skills Ability to translate technical information into easy to understand terms for the end user TECHNICAL SKILLS: MS Office 2013 Professional Microsoft Applications (Word, Excel, and PowerPoint) Office365 Active Directory Windows (2000, XP, 7,10) Imaging/ Re-imaging

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