

IT Deployment Specialist& Consultant IT Deployment Specialist& Consultant IT Deployment Specialist& Consultant - Modis, project at City Of Rochester Le Roy, NY Authorized to work in the US for any employer Work Experience IT Deployment Specialist& Consultant Modis, project at City Of Rochester May 2019 to Present Upgrade computers and hard drives to Windows 10 Backup and restore data Troubleshoot computer issues Image computers using PXE boot IT Deployment Specialist Entre Computer Systems February 2019 to May 2019 Upgrade computers and hard drives to Windows 10 Backup and restore data Image computers using PXE boot IT Security Analyst I Entre Computer Services August 2018 to January 2019 Remove McAfee VSE, Endpoint Security and Firewall from 20,000 computers Install and Troubleshoot McAfee Drive Encryption for 20,000 computers Update McAfee Drive Encryption policy using McAfee EPO Install and Troubleshoot Carbon Black issues National Support Desk Specialist Robertson Technologies, Inc January 2017 to March 2018 Government security clearance Answered Support line and assisted users with IT related issues while paying attention to detail for approximately 300,000 employees Made recommendations through troubleshooting IT related issues Used Service Desk Manager to create tickets and search knowledge base Used Skype For Business to remote into computers Used Cisco Finesse to answer calls and provide customer service support Assisted in training new employees, approximately 10 to 15 team-members IT Service Desk Specialist II Paychex August 2006 to November 2016 Answered Support line and helped users with printer, hardware and software problems for approximately 16,000 employees Used Service Now to log calls and create articles for knowledge base Used Bomgar to remote into computers Granted an Admin account to install software Received perfect survey scores from clients Selected for the Work- From- Home program Desktop Support Specialist TEKsystems January 2006 to August 2006 Used Peregrine Service Center to log calls Used SMS RC Connect, Dameware and PC Duo to remote into pc Education LeRoy Central High School - Rochester, NY October 2001 to February 2002 Skills ACTIVE DIRECTORY, CISCO, ENCRYPTION, EXCHANGE, PEREGRINE, training

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