

Help Desk Support Specialist Help Desk Support Specialist Help Desk Support Specialist - Cano Health Fort Myers, FL Work Experience Help Desk Support Specialist Cano Health - Miami, FL March 2019 to Present Assist in the implementation of an Active Directory in the whole company, make suggestions, improve the process and configure redundancy connectivity to servers. Implement and set up a Synology NAS for shared folders on the network, create users, groups and assign permission properly, create a backup scheme onsite and in the cloud. Create reports in ConnectWise for computers running Windows 7, computers offline, AV, etc. Implement a script in ConnectWise to upgrade more than 70 computers from Windows 7 to 10 saving a great amount of time and preventing a security risk from Windows 7 arriving at its end of life. Write and implement a script in ConnectWise to change computer power settings to all computers on the network. Preventing computers from going to sleep and ensuring windows updates are applied. Write and implement a script in ConnectWise to remove old administrator accounts and thus eliminate a security risk. Analyze the network and increase network bandwidth and performance by connecting the uplinks ports in the switches with 10 Gbit SPF+ cables. Supervise 3 Help Desk Support Technician, 32 facilities and more than 900 users. Junior Network Administrator Logixcare - Miami, FL March 2017 to June 2018 Provide Tier 2 support for more than 400 users, and supervise 2 Tier 1 IT Support Technicians. WatchGuard routers installation and setup. VPN connectivity configuration and troubleshooting. New switches installation and setup. Aruba access point installation and setup. Network Cabling connectivity troubleshoot. Fortinet IP phone installation, setup, and troubleshooting. Managed Antivirus Webroot setup and monitoring. LabTech Remote Monitoring and Management (RMM). PSA (ConnectWise) and remote support tool ScreenConnect. MS Office 2010-2016 and Office 365, setup, configuration, troubleshooting, and support. Advanced computer troubleshooting and maintenance, hardware/software installation, computer imaging. Multi-Function Printer installation and troubleshooting. Performs Windows Server 2012 installation on physical servers (RAID, Dell system manager). Add Roles and Features to Windows Server, Hyper-V setup and implementation. Assessment of customer's networking/computer configuration to offer new solutions and services. Experience with active

directory Windows Server 2008 and 2012. Experience with Citrix Xenapp/ Xenserver. IT Specialist
ATS.COM - Miami, FL February 2016 to February 2017 MSP proactive basis management service.
Remote Monitoring and Management GFI Ninja RMM migration research and implementation.
Ticketing system (Max Focus) and remote support (TeamViewer, LogMeIn). Email services
migration implementation and monitoring. New Office 365 client setup and configuration.
Microsoft Azure Backup and VMs implementation and setup (Hyper-V). Network installation (Cisco
Meraki Routers, switches, AP), troubleshoot and support. Performs Windows Server 2012
installation on physical servers (RAID, Dell system manager). Advanced computer troubleshooting
and maintenance, hardware/software installation, computer imaging. Multi-Function Printer
installation and troubleshooting. Assessment of customer's networking/computer configuration to
offer new solutions and services. Experience with active directory Windows Server 2008 and
2012. Experience with Avaya and Polycom VoIP phone system. Experience with Apple OS
reinstallation and hardware troubleshooting. IT Support Technician Softrex-Consulting - Miami, FL
October 2013 to January 2016 Network troubleshooting and support. MSP proactive basis
management service. Managed antivirus implementation and monitoring (Vipre and AVG).
Remote monitoring and management implementation (GFI). Cloud Base Server (RDP)
troubleshooting, maintenance, and support. Computer troubleshooting and maintenance,
hardware and software installation. Windows Server 2003-2012 troubleshooting, maintenance,
and support. Experience with active directory Windows Server 2003 and 2008. Printers (wired
and wireless) installation and troubleshooting. Microsoft Office 2007-2013 installation,
troubleshooting, and support. Ticketing system (OSTicket) and remote support (TeamViewer)
Accomplish new IT support contracts by assessing the customer's networking/computer
configuration. Special Skills / Software Knowledge: Macintosh OS, Microsoft Office 07 - 2016, MS
Office 365 Exchange, Win XP - Win 10, Microsoft Server 2003 - 2012R2, Hyper-V, MS Azure
backup, StorageCraft, EaseUS, Acronis, PSA/RMM: OS Ticket, Max Focus, ConnectWise, GFI,
Ninja, Labtech, Remote Support: ScreenConnect, TeamViewer, LogMeIn. WatchGuard Firebox,
Cisco Meraki, Aruba access point, Cisco switches. Fortinet and Polycom phone systems. Citrix

XenApp. VPN (site to site and remote access). DHCP, TCP/IP protocols, LAN/WAN, Wireless networking. Education Bachelor of Science in Industrial Engineering Central University 1993 to 1998 Skills Cisco, Citrix, Dhcp, Lan/wan, Remote access, Tcp, Tcp/ip, Vpn, Xenapp, Exchange, Networking, Hyper-v, Polycom, Wireless, Ms office, Lan, Microsoft office Certifications/Licenses CompTIA A+ CompTIA Network+ MCP MCSA CCNA Assessments Customer Focus & Orientation Expert August 2019 Responding to customer situations with sensitivity. Full results: https://share.indeedassessments.com/share_assignment/xe61x1ko0ath72qf Technical Support Expert August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/ncbbn-ph4fll-g1d Proficiency with Microsoft Office: Mail & Calendar (Mac) Highly Proficient August 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/r8oytpnpuwirxyba Proficiency with Microsoft Office: Mail & Calendar (PC) Highly Proficient August 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/hwcx7qmbypvsqqse Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Outstanding certifications including Cisco Certified Network Associate (CCNA) Exceptional experience working in fast-paced, deadline-oriented environments. Strong leader with experience training and supervising users and IT Technicians. Excellent interpersonal, organizational, and communication skills. Strong commitment and a sense of professionalism, with high potential and capability to respond well to challenges. High standards for work quality, known for the ability to follow through. Fast learner, a self-starter, and a team player. Fully Bilingual (English and Spanish).

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