

Desktop Support Technician Desktop Support Technician Desktop Support Technician Killeen, TX
Work Experience Desktop Support Technician UMass Memorial Medical Center - Worcester, MA
September 2017 to October 2017 01605 Provided in-person support for the company-wide rollout and implementation of theEpic EMR software program. Performed device setup, preparation, and troubleshooting before the software went live. Provided hands-on end-user support during the first week of the software going online. Worked with Active Directory, Impravata badge readers, thin client setup and configuration. Some medical areas supported directly include: Emergency Departments, Operating Rooms, Intensive Care Units, and Acute Inpatient Care Units. Field Services Technician Richard Fleischman & Associates, Inc - Boston, MA October 2015 to July 2016 02110 Provided onsite support for clients within the Financial Services industry. Tracked all client issues within ConnectWise ticketing system. Troubleshot and maintained Active Directory, Exchange, and Office365 environments. Supported and maintained mobile devices (iOS, Android, Windows Phone). Monitored CylancePROTECT anti-malware software and remediated infections when necessary. Augmented the Service Desk with remote support calls when onsite dispatches were slowed down. Desktop Support Technician DriveTech, Inc - Acton, MA June 2015 to September 2015 01720 Provided remote support for all client company's IT infrastructures using LabTech and Screen Connect. Utilized ConnectWise ticketing system for issue tracking. Monitored and maintained client workstations and servers via LabTech. Participated in a 24-Hour on call rotation. Supported client companies during onsite service calls with top-notch customer service. Performed maintenance and troubleshooting in Active Directory, Exchange, and Office365. Desktop Support Technician Integra Network Services - Milford, MA January 2015 to May 2015 01757 Provided remote support for all client company's IT infrastructures using Bomgar. Supported Citrix XenApp accounts. Installed, configured, and troubleshot SonicWall Global VPN Client software for clients. Utilized ConnectWise ticketing system for issue tracking. Monitored and maintained client workstations via Kaseya. Managed client subscriptions to Trend Micro security software. Performed maintenance and troubleshooting in Active Directory, Exchange, and Office365. Interfaced with third-party vendors on behalf of clients per request. IT Desktop Support

Technician United Parcel Service - Chelmsford, MA October 2014 to January 2015 01824

Provided on-site support for all computer systems within the hub location. Remotely supported branch office locations throughout Northern New England. Managed and updated inventory within the tracking system. Maintained backup tape rotation schedule. Worked overtime as needed to collaborate with colleagues on special projects and roll-outs. Swapped, maintained, and repaired computers, printers, mobile devices, and telephony systems. Lync Support Team Lead Insight

Enterprises - Cambridge, MA October 2013 to April 2014 02142 Provided on-site support and troubleshooting to assist in the roll-out of Lync 2013. Utilized VMware Service Manager to track and manage trouble tickets and support incidents. Specially assigned to the Executive wing to support all Lync issues per request. Tasked with augmenting the Exchange team to minimize queue overflow. Supported Lync mobile application on Apple iPads and iPhones and

Android/Windows Phones. Provided on-call remote support for Lync 2013 roll-outs in multiple international locations. Performed daily reporting and support ticket status updates to the project management team. Acted as first point of escalation for all domestic and international Tier 2 issues. Engineering Systems Administrator Fujitsu Network Communications - Sunnyvale, CA

March 2012 to May 2012 94085 Supported and maintained the on-site engineering Linux/Solaris servers. Created and deleted user accounts in LDAP and NIS. Deployed and imaged Linux/Solaris servers/workstations. Identified and resolved hardware and software problems.

Troubleshoot and resolved server hardware/software issues. Accurately documented instances of hardware failure, repair, installation, and removal. Tracked and maintained hardware inventory on location. Desktop Support Analyst Marlborough, MA November 2011 to February 2012 01721

Supported and maintained in-house computer systems and peripherals in an all-Mac environment. Utilized Web Help-Desk to troubleshoot problem areas in a timely and accurate fashion, both in-house and remotely. Provided support and assistance to all Executives promptly and competently while maintaining all open tickets. Identified and resolved hardware and software

problems. Installed, repaired, configured, tested, maintained, and troubleshoot end user computer hardware. Received and responded to incoming calls, pages, and/or e-mails regarding hardware

problems. Accurately documented instances of hardware failure, repair, installation, and removal.

Tracked and maintained hardware inventory on location. Jr. Systems Administrator OnProcess Technology - Ashland, MA June 2011 to July 2011 01721 Planned, tested and implemented a WSUS infrastructure. Performed virtualization using VMware. Provided help desk and desktop support needs to every staff both in-house and remotely. Client Support Engineer Coretelligent - Needham, MA April 2011 to June 2011 02494 Provided all help desk and desktop support to VIP and C-level clients. Performed virtualization using VMware. Created and deleted user accounts in Active Directory as an Administrator. Performed Group Policy changes. Maintained and provided monthly server updates on Windows Server 2003 / 2008, Blackberry Enterprise Server, and Exchange Server 2003 / 2007 /2010. Used LogMeIn to enable prompt remote support to clients and their employees. Help Desk Analyst CompuCom Systems, Inc - Tewksbury, MA January 2011 to April 2011 01876 Received 30+ incoming support calls daily using Remedy with a 90% first call resolution rate. Provided phone support for BlackBerry and VPN, including use of RSA SecurID tokens and Blackberry Enterprise Server (BES). VoIP Technician Milestone Technologies (Cisco) - Cisco, TX October 2010 to October 2010 Tewksbury, MA 01876 Installed new Cisco VoIP phones. Jr. Network Administrator MarketOne International, LLP - Maynard, MA February 2010 to October 2010 01754 Responded to technical support requests & requests for software installation/configuration. Created a Citrix server using Citrix Presentation Foundation 4. WSUS administration utilizing Windows Server 2003 / 2008. Setup and maintained settings in Exchange Server 2003. Administered Active Directory by adding and deleting users, Group Policy maintenance, database clean-up, and setup and configuration of new domain controllers. Performed maintenance and addition / deletion of users in Exchange Server 2003. Troubleshoot LAN/WLAN. Performed OS upgrades to users based on their needs. Remotely supported users in international branches. Desktop Support Specialist II Home Health Foundation - Lawrence, MA February 2010 to February 2010 01841 Installed and upgraded PCs from Windows 2000 to Windows XP. Troubleshoot user issues as needed. Dell Field Technician Unisys Corporation - Wilmington, MA October 2009 to February 2010 01887 Provided technical support of Dell

hardware and software. Provided Dell warranty service repairs. Maintained excellent customer service with C-level executives. Drove 300+ miles per week to perform warranty services. Exceptionally diagnosed and troubleshooted a variety of hardware issues. Utilized Windows Mobile-based PDA to streamline real-time service call administration. Desktop Support Analyst CompuCom Systems, Inc - Bedford, MA August 2009 to September 2009 01730 Set up and configured 20-30 Dell laptops per day while meeting Service Level Agreements (SLAs). Performed full-drive encryptions using PointSec Disk Encryption client software. Verified all configuration information and prepared laptops for installation by the Install Technicians. IT Support Specialist Cadence Design Systems - Chelmsford, MA August 2009 to August 2009 01824 Followed strict guidelines to disconnect and repair desktops, network printers, and Sun Microsystems workstations. PC Technician Hesser College - Manchester, NH July 2009 to August 2009 03103 Replaced approximately 100 Dell PCs with upgraded HP PCs within 2 days. Imaged the new PCs using Norton Ghost. Help Desk Analyst Fresenius Medical Care, NA - Lexington, MA September 2008 to January 2009 02421 Received 25+ incoming support calls daily while resolving all tickets in a timely manner. Worked with the customer to troubleshoot and resolve issues according to company guidelines. Followed up on and resolved all tickets in queue. Desktop Support Specialist Community Healthlink, Inc - Leominster, MA April 2008 to September 2008 01453 Performed the rollout and implementation of EMR software. Installed CMHC Systems Browser User Interface (BUI) and MassHealth MassREVS software. Diagnosed, maintenance, troubleshooted desktop / laptop. Security Data Analyst Fidelity Investments, Inc - Merrimack, NH August 2007 to November 2007 03054 Routinely analyzed system security data pulled from the departmental SharePoint site for Symantec Enterprise Security Manager. Formatted the analyzed data into an easily presentable format for supervisory personnel using a combination of Excel 2003, Access 2003, Monarch Pro 9.0, and Brio Insight 6.6. Education B.S. in Software Development Western Governor's University - Salt Lake City, UT October 2016 to Present Skills Active directory, Exchange, Remedy, Dell certified, VMware Links <http://www.linkedin.com/in/boschmichael>

Name: Robert Paul

Email: johnsedward@example.net

Phone: 619-268-9416