

Service Desk Analyst Service Desk Analyst Service Desk Analyst - LifeCare Health Partners Allen, TX Authorized to work in the US for any employer Work Experience Service Desk Analyst LifeCare Health Partners - Plano, TX May 2018 to Present Provide computer services remotely Field incoming requests via telephone and e-mail to ensure courteous, timely and effective resolution of end user issues, documenting all pertinent end user identification information, including name, department, contact information and nature of problem or issue. Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue. Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through final resolution. Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician. Test fixes to ensure problem has been adequately resolved. Access software updates, drivers, knowledge bases and FAQ resources on the Internet/Intranet to aid in problem resolution. Build rapport with service desk customers, while exhibiting excellent customer service skills. Identify possible problems from common issues and report problems to IS Management. Remote IT Specialist S & U LLC - Dallas, TX July 2016 to May 2018 Provide computer services remotely. Provided computer support directly to the Chief Executive Officer of the company Facilitate IT New hire orientation via Skype Troubleshoots and setup Tablets, iPads, Blackberry, iPhone and Android smartphones remotely Install and troubleshoot software and applications Provide customer service to users Diagnose user computer problems and identify source Implements solutions to computer issues Walk customers through the recommended problem-solving steps Assist users in installing required software Set up or repair computer equipment and related devices Remote Setup of laptops and/or desktops, printers, Adding/disabling users & maintaining email groups IT Field Support Technician Chesapeake Energy - Oklahoma City, OK April 2014 to June 2016 Deliver technical services remotely to Rigs Provided computer support directly to Vice President of Operations and Director of Legal Install software and applications, Grant users access to applications Provides moderate to advanced-level technical support to customers needing assistance with Active Led email calendar & instant message migration to Microsoft Exchange

leveraging Office365. Directory account administration, distribution of software, hardware and software troubleshooting, remote access, VPN support, and service / support request entry via an Incident tracking system. Resolve requests at first contact, collect and document necessary information for appropriate escalation to Level 2/3 technical teams. Strong working knowledge of network environments including an ability to recognize and diagnose connectivity problems ranging from the local to domain/organizational outage or problem resolution. Hardware maintenance of desktop and laptop equipment to include BIOS upgrades, hard drive, memory, peripheral and HP printer installations and maintenance. Provides advanced usage support to software packages including but not limited to Microsoft Word, Outlook, Excel, PowerPoint, etc. Troubleshoots and setup Tablets, iPads, Blackberry, Windows Mobile, iPhone and Android smartphones. Provides support for file access issues (encryption, security, etc.) Supports deployment of software packages, drivers and operating system updates or problem resolution. Works closely with onsite technical teams to recognize and report root cause analysis of incidents reported to the service desk.

Provide positive customer experience with each customer interaction. Maintain Equipment loan system. Inventory of over 100 computers, projectors, Blackberries, iPads, laptops. Support over 1000 applications. Monitor circuits for over 55 field sites in the Information Technology Operations Center (ITOC). Send network or application outages to the company. Unlock, Password reset, and modify Active Directory accounts. Provide computer support to Rig Managers and Company men on Rigs. IT Systems Technician Statoil - Houston, TX November 2011 to April 2014. Provide computer technical services locally and remotely to end users. Provided computer support directly to Director of Offshore Operations. Maintain computer inventory of over 5000 computers, printers, laptops, and monitors, Plotters. Troubleshoot and setup Tablets, iPads, Blackberry, Windows Mobile, iPhone and Android smartphones. Set up and configure multi circuit phones. Desktop support - assemble/disassemble computer hardware for distribution or problem resolution. Install software and applications. Image laptops and computers using an image on the PXE server, GHOST. Troubleshoot network connection issues. Facilitate New hire IT Orientation. Assist with technical refresh of desktop and mobile computers, peripheral equipment and software. Create IT Standard

Operating Procedures for New Hires Mobilize and demobilize LAN Network on oil rig Only desktop support tech on site for over 300 end users Troubleshoot Audio and Video conference rooms/meeting rooms equipment Maintain Equipment loan system Configure, setup, maintain inventory of company smartphones Install and repair computers, monitors, printers, and scanners

IT Support Analyst, ACS Affiliated Computer Systems - Houston, TX July 2011 to November 2011

Provide technical support to end users via desktop or remotely Create, modify, and deleted users in CUBS system(UNIX based patient accounting system) Set up and configure multi circuit phones Install software and applications Remotely and locally troubleshot desktop issues Desktop support - assemble/disassemble computer hardware for distribution or problem resolution Troubleshoot network connection issues Install anti-virus software Defragment computer systems and perform system upgrades Image laptops and computers using an image on the PXE server, GHOST Create, modify, and delete user's windows account\grant server and folder permissions

Information Security Analyst JP Morgan Chase - Houston, TX June 2008 to July 2010

Create end user's profile in Wintel environments and grant permissions. Wintel Administrator in Global Technology Infrastructure (GTI) Completed 100 end user requests on a daily basis Consistently met target of 500 requests per week Coordinated globally with Wintel Admin to update internal procedures and end user knowledge Performed global security administration in Microsoft Active Directory and Novell environments ensuring access is granted in accordance with the logical Access Control policy, established standards and procedures. Ensured existence of internal administration procedures for Remediation in accordance with policy standards. Participated in implementation of security related projects for new/enhanced technology. Provided daily customer support in order to ensure customer satisfaction in accordance to the SLA (Service Level Agreement) Recommended procedural changes to enhance the functionality of the Identity Access Team Distributed Remote Access tokens globally to end users Worked with Global Service desk to ensure user's issues were completed based on the SLA Developed and document internal procedures for new/updated Remediation Process Created and implemented department wide training plans which reduced the cost of external training by 50% Trained new employees in Global Wintel environments Conducted

quality control on newly trained employees to ensure learning objectives were met Added software and applications to user's profiles. Remotely troubleshoot desktop issues with end users in order to meet SLA's Grant access to applications, servers, shared drives, and folders in Active Directory Help Desk/Desktop Support Houston Community College - Houston, TX September 2006 to June 2008 Managed the overall operation of the computer lab and provide technical support to end users Supported students with various computer hardware and software applications Facilitated and advised students with course selections, professor selections and registration Installed and configured 500 computers throughout the college for students and staff Maintained a database of over 700 computers and monitors Performed system upgrades to computers Installed software and applications Information Systems Technician U.S. Naval Reserves - Houston, TX June 2004 to June 2008 Payroll/Attendance Clerk and IT Support Technician Filed and organized service member's payroll and attendance records. Reviewed and collected information of over 100 personnel in order to revise the payroll procedures. Provide supervision over records. Setup computers on site at Reserves Center Information Systems Technician/Help Desk Trainer, U.S USS Frank Cable - Navy, OK, US June 2000 to June 2004 AS-40), Agana, Guam Responsible for structuring and maintaining Local Area Network (LAN) shipboard Network account administration (Create windows profiles) Built, tested and trained users on approximately 35 communication circuits Performed several classified communication exercises Managed and performed maintenance on 20 UHF and HF Receivers, 40 HF Transmitters and 30 Cryptographic devices equipment Updated and filed 45 naval publications weekly Execute 25 classified exercises annually Logged problems and resolutions for future reference Troubleshoot incoming calls and emails from end users Desktop support - assemble/disassemble computer hardware for distribution or problem resolution Education Bachelors of Science in Information Systems in Information Systems University of Houston 2010

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