

Computer and Network Technician Computer and Network Technician Plymouth, MN Work Experience Computer and Network Technician Action Plus Realty Company - Plymouth, MN July 2018 to Present * PC hardware/software diagnostics, installation and repair for small, multi-divisional business. * Primary functions included virus removal, Windows TCP/IP network set-up and application configurations. * Software configuration/installation (Windows Operating Systems XP, Vista, 7, 8, 10). * Email application configuration and troubleshooting. * Hardware and software consultation and purchasing for client. * Data migration tasks. * Application licensing management. * Setup of network devices including printers and WiFi Access Points. * Implementation of Network Attached Storage solution for data redundancy. Enterprise Operations Administrator Prime Therapeutics - Eagan, MN March 2017 to June 2018 * AS400 BRMS and TSM tape maintenance. * Perform decommission tasks for retired servers such as remove from monitoring, remove from TSM manager, remove from SCOM, remove from DNS, and shutting off the device. * Perform server provisioning tasks such as add server to monitoring, add server to SCOM, and verify the server is online. * Knowledge base editing and management. * Unix account removal and additions. * General data center physical security. * Elevated and read-only account access provisioning to AS400 systems. * Training of new administrators. * Editing and creation of new procedural documentation. * ServiceNow account and group administration. * Running of ServiceNow reports for group metrics. * Tape library and Unix account auditing. * Running of Robot jobs for claims data through developer change tasks. * SQL, MKS, and one time run change tasks for L2 and L3 groups within procured change windows. Computer and Network Technician Action Plus Realty Company - Plymouth, MN September 2016 to March 2017 * PC hardware/software diagnostics, installation and repair for small, multi-divisional business. * Primary functions included virus removal, Windows TCP/IP network set-up and application configurations. * Software configuration/installation (Windows Operating Systems XP, Vista, 7, 8, 10). * Email application configuration and troubleshooting. * Hardware and software consultation and purchasing for client. * Data migration tasks. * Application licensing management. * Setup of network devices including printers and WiFi Access Points. * Implementation of Network Attached Storage solution for data redundancy.

Technical User Support Analyst Level 2 Medtronic - Columbia Heights, MN December 2015 to August 2016

- * Provide level 1 & 2 technical (hardware and software) troubleshooting and break/fix operations for both Covidien and Medtronic enterprise clients in 130 Countries, 95,000 employees with over 1,000 systems and applications.
- * Manage device management setup and troubleshooting involving Mobile Iron and Airwatch devices.
- * 98% average customer satisfaction rating and ranked 3rd among 75 Technicians for issue resolution and call volume fulfillment.
- * Mentor and train individuals and groups to aide in the development of new technicians and promote experienced technicians into new roles.
- * Manage user accounts and groups through Active Directory and Exchange.
- * Deliver software support and issue resolution for devices utilizing Office 2010/Windows 7, Office 365, Windows 10, Windows 8, iOS and Android OS.
- * Support of pilot programs within enterprise for Office 365, Windows 10, Servicenow, and Mstar (Proprietary Sales Application within Medtronic).
- * Managed tickets and service requests using GRS, Servicenow, and HEAT.
- * Troubleshot Mobile Device Management, Encryption (Dell Data Protection and Bitlocker), Cisco and SSL VPN, Hotspots, VOIP, Citrix, Virtual Desktop Environments, MFD Enterprise and home printing equipment.
- * Provided support in multiple SAP applications to assist business units in shipping, distribution, customer service and manufacturing.
- * Maintained the medical equipment, software, and computer hardware for enterprise specialty Business Units with proprietary medical equipment and applications (Neuromodulation, Surgical Technologies, Spinal, Cardiovascular, and Diabetes Technologies).

Depot Engineer & Desktop Support Success Computer Consulting - Golden Valley, MN July 2014 to November 2015

- * Singly operated and managed company depot supporting 325 small to medium sized national customers and internal desktop support for 40 internal employees.
- * Responsible for setup and management of Office 365 on iPhone and Mac machines for Office 365 deployments and iOS and Mac OSX (Mountain Lion, Mavericks, Yosemite, El Capitan) devices.
- * Daily Multitasking of Server builds, break/fix, and imaging/deployment, virus removals.
- * Installed Norton Security, Bitdefender Antivirus for Mac, and MacAfee Internet Security antivirus and security software on Mac OSX for business users.
- * Setup of laptops (Lenovo, Dell, Asus, Samsung, Sony), tablets (Samsung Galaxy, Lenovo Yoga, Apple iPad), smartphones

(Samsung Galaxy S6), Apple iPhone 6/6S, 5/5S, 4/4S), desktops (Lenovo, Dell), Windows (7, 8, 10) and Mac OSX (Mountain Lion, Mavericks, Yosemite, El Capitan), for numerous business clients, with a variety of configuration needs. * Built and performed initial configuration of servers running MS Windows Server 2012, 2012 R2, 2008 for data center deployment. * Managed Windows Deployment Servers (WDS) utilizing Microsoft Deployment Toolkit (MDT), SCCM, and Hyper-V Virtualization for machine imaging over the network. * 24 hour On-Call rotation to monitor critical site down alerts and respond in a timely manner based on SLAs and client requests to bring sites back online within a timely manner. * Consulted and assisted project engineer teams with mass server/workstation set-ups and deployments, as well as Office 365 deployments and implementation planning. * Monitored all critical systems, workstations, laptops, servers through Solarwinds n-able software systems. * Managed critical client PHI / PII data including financial records, licensing (Retail, Volume, OEM), credit cards and medical records. * Administered client accounts utilizing Office 365, Microsoft Software Service Center, Bitlocker, OEM and Enterprise licensing.

Data Center Technician U.S. Internet - Minnetonka, MN December 2010 to June 2011

- * Troubleshoot, repaired, and monitored Wi-Fi network infrastructures, egress filters, and backhaul links.
- * Monitored data center resources including servers, UPS, generators, AC units and Fire Suppression Systems.
- * Analyzed Secure nce Spam filtering reports and detailed mail logs.
- * Troubleshoot of a wide range of technologies including fiber optics, dial-up, broadband, ADSL/VDSL, PCs, laptops, smartphones.
- * Tracked network trace logs to locate customers violating acceptable use policies, including spamming and copyright infringement.
- * Performed network monitoring services for critical IT assets.

Education Bachelors of Science in Security and Forensics Walden University - Minneapolis, MN 2010 to 2014

Skills Data center, Networking, Virtualization, Hyper-v, Raid, Deployment, Data recovery, Imaging, Enterprise application, Mac, Operations, Help Desk, Desktop Support, SCCM, Service Desk, Apple, Tech Support, Macintosh Additional Information Expertise

- * Server and PC Builds/Setup
- * RAID Configuration
- * Hyper-V Virtualization
- * Data Recovery
- * Mac and Windows OS Configuration
- * Virus Removal
- * System Repairs
- * Enterprise Application and Hardware Support
- * Mobile Device Management
- * Deployment and Imaging
- * Hardware Break/Fix
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Enterprise Operations * Data Center Management * ServiceNow Administration * Mobile Device Setup * Networking * Windows & Apple Troubleshooting * Office 365 Troubleshooting and Administration * Storage System and Tape Library Management

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