Helpdesk Analyst

Helpdesk Analyst IT Solutions Technician Austin, TX   DHCP, DNS, TCP/IP, Wireless, Ethernet   Windows Systems   Remote User Support   Remote Access Setup   PC Hardware and Software Troubleshooting   User Management   Customer Service   Apple iOS Device Management   Inventory Management   Strong Communicator Authorized to work in the US for any employer

Work Experience

Helpdesk Analyst

Tech Mahindra - Austin, TX

October 2018 to Present

    Respond quickly and effectively to requests received through the IT Service Desk   Troubleshoot, repair and resolve issues with mobile devices, computers and software   Utilized networking concepts and technologies (DHCP, DNS, TCP/IP, Wireless, Ethernet) as needed   PC hardware/software troubleshooting and installation   Management and configuration of Apple iOS devices   Managing users and computers in an Active Directory domain.   Set up and manage remote access technologies (VPN, Citrix)   Trained/assist incoming IT personnel   Use of correct judgement to escalate incoming tickets if needed to the correct location

IT Solutions Technician

HealthTronics

July 2017 to September 2018

    Respond quickly and effectively to requests received through the IT Service Desk   Deploy technology equipment for new employees   Assist in maintaining inventory of all IT equipment, software and software licenses   Troubleshoot, repair and resolve issues with mobile devices, computers and software   Utilized networking concepts and technologies (DHCP, DNS, TCP/IP, Wireless, Ethernet) as needed   PC hardware/software troubleshooting and installation   Management and configuration of Apple iOS devices   Troubleshoot, resolved 3cx desk phone issues   Managing users and computers in an Active Directory domain.   Set up and manage remote access technologies (VPN, Citrix)   Trained incoming IT personnel

Access Control System Specialist

Icon Technologies of South TX

October 2016 to July 2017

    Installed and/or replace legacy systems   Coach clients of technical use   Troubleshoot, repair any wires or server-side issues   Issue custom access to ID reader cards   Provide exceptional customer service while supporting external partners   Manage and maintain all requests resolving them within the Service Level Agreement (SLA) guidelines.   Identify issues with badging processes and equipment and bring to the attention of management.   Develop insightful recommendations to address complex operational and strategic problems Network Management/

Security Specialist Icon Technologies of South TX May 2015 to October 2016   Assisted in 20+ clinical locations with technical solutions and upgrades   Recommended and practiced security overhauls on a regular basis   Daily troubleshooting and desktop assistance to clients/customers   Troubleshooting involved layer 1 functions, Active Directory and DNS troubleshooting   EMR SQL Server and Client troubleshooting and upgrades   New employee setup including hardware, software and remote access   Perform network surveillance   Resolved incoming help desk support tickets in a timely manner   Process access control and other related administrative processing support as required Education A.S. in Computer Networking & Security Texas State Technical College May 2015 Skills Microsoft Office (5 years), DHCP, DNS, TCP/IP, Wireless, Ethernet (8 years), Excellent Customer Service (10+ years), Remote User Support (5 years), Inventory Management (8 years), PC Hardware and Software Troubleshooting (8 years), It Specialist, Help Desk, Desktop Support, Information Technology, Active Directory, Service Desk, Tech Support, Helpdesk Support

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