

Service Desk Analyst/ NOC Service Desk Analyst/ NOC Information Technology Specialist Plano, TX Enthusiastic IT Professional seeking a career opportunity in an IT Role. Will bring commitment, strength and vision through intelligence, knowledge, communication, people-skills, management expertise, teaching abilities, mentoring, problem solving, passion and forward-thinking to achieve and exceed the goals and tasks that are set for now and the future. Authorized to work in the US for any employer

**Work Experience**

**Service Desk Analyst/ NOC HCL America - Frisco, TX December 2018 to Present**

Serve as the first point of contact for customers seeking technical assistance over the phone or email    Perform remote troubleshooting through diagnostic techniques and pertinent questions.    Work with Windows 7, and 10. ARMv8-A (IOS 7 and later), macOS Mojave, and High Sierra. Citrix Receiver, and Workspace. Multiple Citrix desktops and environments.    Determine the best solution based on the issue and details provided by customers    Walk the customer through the problem-solving process    Direct unresolved issues to the next level of support personnel    Provide accurate information on IT products or services    Record events and problems and their resolution in logs    Follow-up and update customer status and information    Pass on any feedback or suggestions by customers to the appropriate internal team    Identify and suggest possible improvements on procedures    Tools Used: Service Now (Snow) ticket system, Citrix, Citrix Director, MFA(Ping ID), Outlook, Cisco Jabber, Microsoft sharepoint, Bomgar Remote assistant tool, Cisco Unified Communications Manager, Active Directory, O365, Big IP Edge Client (F5) VPN, Remote Workstation Administrator Utility.

**Network/System Administrator Sommerman, McCaffity, Quesada LLP - Dallas, TX July 2018 to November 2018**

Configure Remote Desktop and VNP's for remote users    Revamped inefficient processes to increase productivity while bringing in more efficient technologies. Brought the company and network up to industry standards, ensuring 99% uptime    Oversaw local configuration of server room and installed application servers as well as configured and deployed desktop hardware and software into the new network environment    Designed and implemented a Microsoft SQL 2008 server database greatly improving record keeping and access to records    Monitored daily backups, antivirus status, shared storage space and network activity, and adjusted network equipment    Oversaw daily functionality of Exchange,

Windows 2008, 2012, and Paper Cut Print Servers. Created Active Directory account for new employees, as well as applied group policy to employee accounts Social Media Analyst Genpact November 2017 to May 2018 Facilitated training initiatives for managers, and employees in quality service, coaching, performance management which resulted in an increase in monthly sales goals and revenue Investigate and resolve issues reported on clients site and utilize relevant Real-Time data to develop ways to improve overall customer experience on site Recognize trends, patterns and emergencies and escalate those issues outside the company policy to global team including local authorities Maintain quality assurance processes to meet specific clients' specifications and develop processes to improve their site Trained employees on clients' policies and procedures Internet Sales Manger Sports City Toyota - Dallas, TX July 2014 to February 2016 Coordinated and responded to complex customer Internet sales requests, resulting in increased sales and customer satisfaction. Follow up with customers after purchase to ensure satisfaction Maintained accurate on-line inventory including creating and updating all vehicle comments, dealership descriptions, "calls to action" and vehicle description data. Worked independently and thoroughly with customers to understand their needs and provided them with a solution Education Certificate of Completion in Information Technology Security Specialist (ITSS) My Computer Career - Raleigh, NC June 2019 to Present Certificate of Completion in Information Technology Security and Administration (ITSA) My Computer Career - Dallas, TX May 2018 to April 2019 B.S in Computer Science Texas A&M Commerce August 2014 to January 2016 Skills DHCP, EIGRP, NETWORK TROUBLESHOOTING, OSPF, TACACS, DNS, Microsoft Office, Active Directory, Help Desk, Helpdesk Support, Linux, Service Desk, Desktop Support, Tech Support, Information Technology, Network Support, Windows, Networking, Technical Support, security, access, Windows 7, Mac, Customer Service, Vmware, Sales Certifications/Licenses MTA Security Fundamentals Present MTA Server Fundamentals Present MTA Mobilty and Devices Fundamentals Present LPI Linux Essentials Present HIPAA July 2018 to July 2020 MyComputerCareer Certificate of Completion June 2019 to Present provides proof that student has met all requirements and has completed course materials required to graduate MyComputerCareer s Information Technology Security and

Administration (ITSA) program.

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