Desktop Support Desktop Support Desktop Support Providence, RI   Supported all technically issues including networking, patching, cabling, new hire setups, deployments to clients, remote support, phone support, device support.   Software's used daily (Active Directory, RDP, DAMEWARE, GOTOASSIST WIN7, WINXP, WIN8).   Windows XP to Windows 7 Migration, assist with medical software's and configured over 200+ databases) Partnered with Dell (2014).   Provided one-on-one end user problem resolutions over the for the client PC software and connectivity.

Sets up and assisted in the configuration of end-user PC desktop hardware, software and peripherals, both onsite and remotely through Bomgar or VNC, VTC.   Identified, diagnosed, and resolved first level problems for end-users of the workstations, laptops, terminal services. Work Experience Desktop Support Freedom Tech August 2018 to May 2019   Support Incoming live helpdesk   1000+ External clients such as (firefighters, police, ambulance, lawyers, doctors, construction)   25 + call daily 5 persons helpdesk over 150+ calls per day high FCR   Onsite support when clients request   Remote VPN support for external and internal clients over 100+ customers per client   Imaging computers while supporting live helpdesk multitasking   Support & upgraded all OS, MAC, WINDOWS 7-10   Office 365 management and project management and allocating time for new users and account daily   Server 2012 and Active Directory/Exchange server access for support   Barracuda and traffic administration for whitelisting and blocking emails Senior Support Service Technician Dominion Diagnostics June 2016 to August 2018   Supported all technically issues including networking, patching, cabling, new hire setups, deployments to clients, remote support, phone support, device support.   Managed two technicians relating to hardware issue.   Supported over 340 client's internal only helpdesk tech.   All devices managed and supported. Project Manager Sonos January 2015 to February 2016   Provided key support to the Team Manager to coordinate with the other members on team.   Ensured each location was setup properly and efficiently.   Had to report on each contractor assigned to the project on how their work was progressing.   Setup over 200+ RJ45 and phone jacks as well as 2000 Monitors including 30+ televisions. IT Service Desk Manager Neptune-Benson December 2014 to February 2015   Vlookup for Reporting - for specified common inter office issues while developing an in-office ticketing system

per user/department specified; Performed any function related to the company's overall expansion and growth within technology provided and test End-User software before presenting software that may have been purchased if it provided the functions necessary, all while troubleshooting hundreds of technical issues.   Supported users onsite and remotely.   Skilled in assisting my manager with Accounting as well which was divided into several fields including financial accounting, management accounting, auditing processes for Thrive Network (3rd party vendor we managed).   Assisted executives any time of day with any technical issue.   Supported all AutoCAD issues when supporting designers.   LAN/WAN/VPN troubleshooting and tunneling was common at this organization.   Reset user's Oracle logins and performed other administrative functions with Oracle.   Ability to set ODBC Oracle drivers.   All devices and reports assets were Managed and reported company assets by reporting on a company's assets laptops, cellphones and more.   Accounting background/knowledge - Plainview. IT Support Technician CVS Caremark June 2014 to January 2015   Supported, monitored, tested and troubleshot hardware and software problems.   VMware troubleshooting, VPN (Cisco any connect), Nortel vpn.   Oracle databases setup and identifying route issues.   Multi-tasked using phone and remote in to three pcs while still asking the user the ticket information to input.   LAN/WAN/VPN troubleshot and tunneled.   SharePoint admin for users whom could not upload documents to troubleshoot and provide them access.   Level 3 meetings (web meeting) through SharePoint and outlook configuration.   Software's used daily (Active Directory, RDP, DAMEWARE, GOTOASSIST WIN7, WINXP, WIN8).   Followed SLA per business impact and per issue.   Skilled in supporting Excel 2010-2013 Spreadsheet issues such as Vlookup formulas.   Managed BUSINESS CRICTAL alerts by discovering the issues and escalating when needed.   Set certain permissions and grants for SharePoint users and increase memory per user.   Supported HIGH LEVEL issues as well as VP users.   Managed users/clients important credit card transaction errors and make sure they get processed correctly within as400 (claims). IT Support Technician CG Group February 2014 to January 2015   Supported over 500 clients.   Traveled to Naval Base Fort Bragg for support.   Supported all device apple, android, iOS, blackberry, iPad, tablet, projectors.   Military Clarence access high level access.   Managed all hardware assets and

supported all issues hardware and software related internal. Managed Services Helpdesk/ IT Support Corporate IT Solutions December 2013 to July 2014   Managed Services Helpdesk engineer installing printers, new users adding users to the correct workgroup.   Identified, diagnosed, and resolved first level problems for end-users of the workstations, laptops, terminal services.   Provided Oracle (odbc) assistance on all levels.   Citrix sessions, end-user software and hardware, network and VPN connectivity, the Internet, server services, server drive space, validation of server error messages for escalation, and new computer technology in a call center.   Provided one-on-one end user problem resolutions over the for the client PC software and connectivity.

Sets up and assisted in the configuration of end-user PC desktop hardware, software and peripherals, both onsite and remotely through Bomgar or VNC, VTC.   Provided weekly spreadsheet of the migration assets while at Blue Cross.   Supported hundreds of clients such as CVS Caremark, HONEYWELL BATTERY, Accenture.   Avaya Support.   Blue Cross Blue Shield, RI Window Migration Technician   Windows XP to Windows 7 Migration, assist with medical software's and configured over 200+ databases) Partnered with Dell (2014).   Residential Properties LTD Accountant training learned fundamental skills for one week.   Boston Medical BMC**(Windows 7 migration) Partnered with Dell (2014).   Finance and Manage AVIDA** phone integration/migration with Windstream/Charter (Neptune project) - Other short contracting roles.

Project Analyst RBS Citizens Financial Group May 2013 to December 2013 Troubleshot Avaya IP and Digital phones to ensure connectivity to the intranet.   Excel function for all citizens up phones to track assets.   Data Wipe laptops using Norton Ghost removing Windows XP and re-imaged vendor laptops to Windows 7.   Properly completed tickets through Triole/Oracle, Planview Enterprise when assisting Fujitsu contractors.   Hardware Support (PC and SERVER components/racking & stacking).   Basic Avaya IP Telephony (Stations/Gateways) (TTI Terminal Translate Initialization TTT 3cx), programming / Wyse/Avaya Station setup and configuration. Hierarchal Overview and functional understanding of Classes of services, restrictions & endpoint. Implemented password re-sets and disablement of users removing/deactivating accounts in active tool directory.   Enabled troubleshooting steps for WYSE terminals VCS (VPN remote access

tool/application).   Troubleshot data wiping and re-imaging processes, when the machines did not identify the software.   Installed and removed over 1000+ IP/Digital phones. COO Executive Project Analyst   Planview Analyst Reviewed all documents the requirements of a project throughout its lifecycle HPSM from importing data from excel and Planview Enterprise.   Excel Data entries 1200+ colleague/contractor roles administratively in to "Planview Enterprise".   Developed portfolio management templates for PM's.   Lead Planview Administrator for entire Citizens organization (only four admins in entire organization).   Assisted in recruitment of new contractors and helped decide allocation hours and salary per field.   SharePoint Administrator updates for the organization.   Understood and followed certain company Build management experience. Understood and executed the Policies & Procedures of the company in satisfying the day to day. Analyzed numerous Excel tables to ensure the data will accurately reflect within the tool (VIP level).

  Executed data wiping and re-imaging processes to guarantee connectivity to the intranet Adhered to policy and compliance guidelines regarding security of customer information.   Included RBS Citizens.   Planview Enterprise or other Excel documentation to allocate.   Oracle used when inputting information to reflect from the excel or HPSM reporting.   Excellent written and verbal skills to communicate effectively with vendors and other important business leaders. Education Associates in Information Technology Community College of Rhode Island Assessments Basic Computer Skills: PC   Expert August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/gw8f5wknrv67b68a Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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