IT Support Specialist IT Support Specialist IT Support Specialist - Atlantic Health System West New York, NJ Customer focused with diverse industry experience including Information Technology (IT), Mortgage, Publishing, Digital Marketing, Social Media, and Retail. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. A team player who is attentive to detail and able to work in a fast-paced environment and Bilingual (Spanish). Work Experience IT Support Specialist Atlantic Health System - Morristown, NJ April 2019 to Present Complete and troubleshoot Data Migration from old pc to new pc using the USMT.   Test and clean PCs, laptops and other related hardware as needed.   Push software and application from the portal SCCM after the Windows 10 image.   Maintain, analyze, and troubleshoot software and computer peripherals as needed during the upgrade. Set up, configure and add all required hardware during upgrade.   Restore all user and configuration data from user's backup USMT.   Provide resolution of end user's technical issues post migration.   Provide technical support to end users via telephone or deskside after migration as needed.   Assure that all tickets requiring follow up work and/or calls are resolved to closure within target.   Assist in researching and documenting improvements to processes upon discovery.   Assist coworkers in resolution of end users' technical issues post migration.   Able to perform in a fast-paced environment.   Training and troubleshooting Office 365 Desktop Support Analyst Rentokil Steritech North America - Charlotte, NC June 2018 to February 2019   Customer service-oriented.   Maintain, analyze, and troubleshoot hardware and software systems.   Create, respond tickets in ServiceNow.   Install and troubleshooting Citrix system and applications.   Resetting password, unlock and create profiles, adding groups deactivating users in Active Directory   Install and configure Cisco AnyConnect VPN.   Knowledge of MS Office 2013 and Office365 Product Suite with extensive knowledge supporting Outlook.   Set up and configure new systems, new applications, and upgrades to Windows 10.   Provides on-site or virtual technical support services for users in business and corporate environments.   Mobile devices support (Configuration, Activation/Deactivation, Registration, Termination) using Airwatch.   Troubleshooting mobile devices and cellphones (Apple and Android).   Remote installations and troubleshooting using Bomgar.   Installation and troubleshoot local or network printers IT Repair Technician

Honeywell - Charlotte, NC December 2017 to June 2018   Record requests, incidents, and status information using the firm's ticket handling system. Provide detailed documentation of all customer transactions, troubleshooting, and escalations.   Support the implementation and deployment of Windows 10 systems and solutions.   Facilitate the training and support of user   Diagnose operating difficulties on the scanner device and performs operational checks.   Performs computerized and electrical diagnostic tests.   Conducts visual and auditory for quality control. Download and update the software and the Windows OS.   Repair or changes malfunctioning parts in the device.   Troubleshoots malfunctioning of the device.   Tests the device before it goes to the customer   Lan and wireless network troubleshooting.   Knowledge of MS Office 2013 Product Suite with extensive knowledge supporting Outlook. Installer Dish Network - Charlotte, NC January 2017 to August 2017   Manages inventory for Dish Network equipment and tools for tracking purposes.   Interacts with customers during appointments at homes and businesses for installations and/or repairs   Completes troubleshooting and testing if customer was experiencing difficulties with service   Completes repairs when needed or replacements if an equipment failure   Instructs customers on how their system works including channel availability and computer network setup Victoria's Secret Merchandising Manager Assistant Sawgrass Mills Mall - Sunrise, FL July 2016 to November 2016   Ensures compelling visual merchandising presentation standards are achieved and maintained, including identifying and driving sell down strategies   Drives planning and execution of visual changes in partnership with other store management team members   Owns and ensures accuracy of the physical inventory process, including planning, delegation and execution   Analyzes customer experience reports and insights and mobilizes the team accordingly   Gains business insight and creates action plans that improve execution and results in partnership with other store management team members Project Manager - Guayaquil, Ecuador Vudu Magix November 2015 to May 2016   Develop brand and digital strategy in support of key business goals Define audience segment and key digital customer scenarios   Manage and evolve existing sites, web platform and social media   Analyze website traffic trends and customer feedback data to drive future site iterations   Devising strategies to drive online traffic to the company website Printer

Technician Credit Suisse - New York, NY June 2015 to October 2015 New York   Diagnostics, installations, removal and retrofits on Xerox equipment   Perform basic connected installations (Ex. Set up IP addresses, download print drivers, enable scanning functions)   Perform firmware updates to equipment in the field   Follow required call handling procedures and update through our help-desk information system   Complete all required administrative tasks timely and accurately   Coordinate, and in some contexts lead, a cross-functional team of professionals who are implementing new tools, techniques and operating models for an outsourced account   Ensure that projects are properly tested, approved and documented   Manage timeliness, priorities and resources for the project Project Manager - Guayaquil, Ecuador Vudu Magix January 2014 to May 2015   Develop brand and digital strategy in support of key business goals   Define audience segment and key digital customer scenarios   Manage and evolve existing sites, web platform and social media   Analyze website traffic trends and customer feedback data to drive future site iterations   Devising strategies to drive online traffic to the company website Education Bachelor's Skills Dhcp, Network connectivity, Tcp, Tcp/ip, Wireless network, Desktop Support, Active Directory, Help Desk, Service Desk, MAC, Desktop Support, Help Desk, Service Desk, Tech Support, Active Directory, MAC Assessments Technical Support Skills   Expert March 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/wqgti4trbfwsf6md Proficiency with Microsoft Office: Mail & Calendar (Mac)   Proficient August 2019 Measures a candidate s proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/5bmn0bfegaogs0h Email   Proficient March 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/jhzwhtkrok28g7-a Basic Computer Skills   Proficient March 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/ixyq3lmx-s1brdpz   Proficiency   with Microsoft Office: Mail & Calendar (PC)   Highly Proficient August 2019 Measures a candidate s

proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: https://share.indeedassessments.com/share_assignment/qftmd9kw-5jmabuy Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information PROFESSIONAL SKILLS AND QUALIFICATIONS Excellent Communications Skills (Spanish) Experience performing Internet research and implementing online marketing programs Excellent event planning, project management, oral and written communications skills used to develop Marketing programs from start to finish Budgeting skills and the ability to speak comfortably in front of large audiences Possessing a strong balance of communication and task-management skills Ability to work collaboratively INFORMATION TECHNOLOGY SKILLS Troubleshoot Hardware Systems Storage knowledge Assemble, Upgrade, and Repair Computers Troubleshoot and perform maintenance on printers Install and configure DHCP & DNS Servers Technical Support for End Users Basic Network Infrastructure OSI Model TCP/IP Network Infrastructure Services Troubleshoot Network Connectivity Excellent problem-solving skills Installation of Windows XP/ 7/ 8/ 8.1/ 10 Wired and Wireless Network Network Diagnostic & Monitoring Utilities Microsoft Office (Word, Excel, Access, PowerPoint, Outlook Network Security Anti-Virus & Anti-Malware programs Can analyze customer technical requirements Creating Virtual Machines

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