

Service Desk Support Analyst Service Desk Support Analyst Service Desk Support Analyst - Amtec Human Capital Tustin, CA Working at Golden State Water Company Authorized to work in the US for any employer Work Experience Service Desk Support Analyst Amtec Human Capital - San Dimas, CA November 2017 to Present Service Desk Support Analyst Launched project to add the existing MobileIron environment to the Device Enrollment Program, reducing the average time users required to set up mobile devices from about 45 minutes to 5 minutes Conducting new office setups or migrations from imaging computers to manually connecting hardware on-site and reconfiguring devices to pair with new servers Day-to-day troubleshooting devices locally and remotely to support an environment of about 2500 desktops, laptops, and mobile devices spread across 1000 users and 50 offices Junior Systems Administrator International Translation Company May 2017 to November 2017 Maintain a 24/7 high availability setting, to include on-call support and remote troubleshooting Administer user accounts in Active Directory, cPanel, and Office 365 Manage company website and backups using WordPress Junior Systems Administrator International Translation Company - Troy, MI June 2015 to November 2017 IT Support Technician International Translation Company June 2015 to January 2017 Implemented Spiceworks ticketing software to compile tickets into a centralized system for better management allowing the completion of an inherited three-month backlog of tickets within first month Trained end-users on basic troubleshooting processes that established a precedent before filing tickets and increased efficiency by eliminating redundancy Education Extended Associates Degree Incomplete in Information Technology Oakland Community College - Royal Oak, MI September 2015 to May 2017 Information Technology, Entrepreneurship, and Advanced Marketing Oakland Schools Technical Campus--Se - Royal Oak, MI September 2012 to May 2015 Skills Android, IOS, VOIP, Sharepoint, Cabling, Printers, Windows 7, Windows server 2008, Mac OS X, Windows 8, Windows 10, Windows Server 2012, Windows Server 2016, Gemalto, SafeNet, Cisco AnyConnect, MobileIron, GoToMeeting, SecureCRT, SCCM, MDT, LAPS, BeyondTrust, Carbon Black, uGovernIT, Supportworks, Spiceworks, Office 365, Office 2016, DameWare, RDP, LogMeIn, Adobe Creative Cloud Suite, GoDaddy, Sharepoint, Help Desk, Desktop Support Certifications/Licenses CompTIA A+ CompTIA

Network+ National Professional Certification in Customer Service Microsoft Office Specialist
Assessments Basic Computer Skills: PC Highly Proficient 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/p5slkbelxtqpqv2e Technical Support
Expert August 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/zgwwhqw-adg8wstt Indeed Assessments
provides skills tests that are not indicative of a license or certification, or continued development in
any professional field. Additional Information RELEVANT SKILLS Operating Systems: Windows
7, 8, 8.1, 10; Windows Server 2008, 2012, 2016; Mac, Android, iOS Software: Gemalto, SafeNet,
Cisco AnyConnect, MobileIron, GoToMeeting, SecureCRT, SCCM/MDT, LAPS, BeyondTrust,
Carbon Black, uGovernIT, Supportworks, Spiceworks, Office 365, Office 2016, DameWare, RDP,
LogMeIn, Adobe Creative Cloud Suite, GoDaddy, Sharepoint Hardware: Desktops, Laptops, Cell
Phones, iPads, Multi-Function Printers, VoIP Phones, Cisco Routers, Switches, Cat6 Cabling,
Projectors, Smart Boards

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