

Solvay OSSC Help Desk Solvay OSSC Help Desk Solvay OSSC Help Desk Roswell, GA Work Experience Solvay OSSC Help Desk Revolutions Technology/ATOS/Solvay - Alpharetta, GA December 2018 to August 2019 Helped Solvay Alpharetta, regional and remote users with assistance in resolving all software and hardware issues. Built and imaged over 100 new desktops and laptops for new hires. Part of the team migrating Solvay users from Windows 7 to Windows 10 operating system. Provided all users with training and education on the functions of the new Windows systems and cellphones. Set up and deploy desk and cell phones to Solvay employees.

Work and resolve all issues with Audio Visual equipment in all Solvay conference rooms and board room. Worked with network cabling and switches within Solvay. Provide support to Solvay VIP.

Tier 3 Help Desk TekSystems - Alpharetta, GA July 2011 to November 2018 Public Company; 10,001+ employees; IHG; Leisure, Travel & Tourism industry Helped IHG chain hotels in the US, Canada, and Latin America resolve their Windows 2008 and 2010 server, Windows 7 and 10 operating systems, Oracle Opera database, and Windows software issues. Part of the on-call Help Desk team that helps the Help Desk Tier 1 and 2 staff and/or IHG customers with software and hardware issues. Remoted to IHG hotels via Bomgar to help resolve customer's computer issues.

Part of the IHG implementation team that deployed new HP Windows 2008 and 2012 file servers and HP Windows workstation to replace old IBM Windows server and Windows XP workstations. Retrieved missing Revenue and points awarding files that failed to arrive from IHG hotels due to software, hardware, or network issues. Used my bilingual skills in Spanish to work with IHG Spanish speaking hotels in Latin America. Helped test new IHG Windows and hardware systems.

IHG Latin American liaison to work on issues caused by Oracle's Opera software. Contracted Computer And Network Support Specialist Kemira Chemicals January 2011 to June 2011 Built and imaged over 500 new desktops and laptops with Windows 7 operating system. Used computer tools and checklists to migrate all the users' data from their old Windows XP laptops and desktops to their new Windows 7 systems. Provided all users with training and education on the functions of the new Windows 7 operating system. Provided Kemira's IT department with assistance in resolving all users' trouble calls with their new Windows 7 operating system. Installed and

configured new speaker and microphone headsets with the new Windows 7 systems so all users' could use the headsets with Windows Office 2010 Office Communicator. Helped prepare and mail prepared Windows 7 systems to Kemira's remote offices and to offsite users. Computer Support Specialist Robert Half International - Atlanta, GA 2010 to 2010 Built, replaced, and tested all old Windows XP laptops with new Windows 7 laptops for the CarMax senior staff. Troubleshoot numerous software problems that prevented users from accessing or using the BAR Exam Software for the company that administers the BAR Exam in Georgia. Upgraded the memory in POS Systems; upgraded all PCs for all executives, and inventoried all POS Systems for the only two Neiman Marcus Stores in Atlanta, Georgia. Set up a Windows XP laptop for a new VP and replaced an old Windows XP desktop with a new Windows XP desktop system for the Simpson Housing Project. Tracked and resolved a network problem for the Simpson Housing Project's Help Desk. Computer Support Analyst/ Network Administrator LeasePlan USA - Alpharetta, GA 2001 to 2009 LAN and WAN Installation, System Tuning, Maintenance, System Backups, and Problem Analysis. System Upgrades, System Design, Network Administration, and End-user Support. Desktop, laptop, and file server maintenance and deployment. Provided rapid response and quick resolution to customer and user problems. Prepared and design documentation for IT personnel to use in installing systems and resolving customer problems. Technical Manager/LAN Administrator/ Network Administrator SunGard Recovery Services - Roswell, GA 1993 to 2000 LAN Installation, System Tuning, Maintenance, System Backups, and Problem Analysis. System Upgrades, System Design, Network Administration, and End-user Support Consultant in the International Division, using my bilingual skills to develop Business Continuity Plans for both IS departments and Corporate wide. Chief of Communications Network United States Air Force 1984 to 1992 1991 - 1992) Management and maintenance of telecommunications network for 490 Air Force Installations. Management of vendor/contractor assignments, Network project management, and test scheduling. Chairman for system upgrades/enhancements and provided technical support for Customer Service International Help Desk. Network Administrator Air Force Inventory Tracking System 1989 to 1991 Assisted with implementation, operation and management of Mainframe

based, Air Force Inventory Tracking System. Problem resolution, system administrator, system security, upgrades, hardware maintenance, and file maintenance. Network design, implementation, maintenance, and reporting of network interconnect system. System Programmer/Quality Assurance Tester 1984 to 1989 Systems design, coding, testing, implementation and maintenance of satellite tracking systems. Participated in satellite launch, rehearsals, Change Management, contractor negotiations, support, and creation of technical manuals. Education Masters Degree in Human Resources Management Troy State University Bachelor of Science in Computer Science Inter American University of Puerto Rico Skills Customer service, Help desk, Printers, Windows 7, Acrobat, Adobe acrobat, Lotus notes, Microsoft office, Microsoft office 97, Office 97, Opera, Citrix, Landesk, Optimization, System administration, Virtual machine, Vm, Vpn, Network administration, Remedy Additional Information CORE COMPETENCIES System Administration Network Administration Application Management Windows Platforms Business Process Optimization Disaster Recovery System & Network Upgrades Problem Identification / Analysis Testing & Troubleshooting User Training & Support Help Desk Optimization Customer Service Technical Writing Account Management Interpersonal skills Laser Printers Android/iPhones Smartphones HP/Fujitsu Scanners TECHNOLOGY SUMMARY SOFTWARE Windows 3x/9x/NT/2000/XP/Vista/Windows 7, 8, 8.1, and 10 operating systems, Windows Server 2000/2003/2008/2012 operating systems, Microsoft Office 97/2000/XP/2003/2007/2010/2013/2016, System Center Configuration Manager (SCCM), Lotus Notes, Google products, ArcServe, Virtual Machine Ware (VM Ware) software experience, McAfee, Norton, LANDesk and Microsoft Anti Virus software, Adobe Acrobat Standard, LANDesk, Remote Desktop, Bomgar, Checkpoint VPN, Internet, Citrix experience, Remedy, ServiceNow, ServerRAID Management, Micros Opera software, and Video/Audio Conference Equipment software. HARDWARE IBM compatible PC and laptop workstations and servers, Dell computers and file servers, HP file servers and workstations, Ethernet & Token Ring Protocols, Mother Boards, Video & Sound Cards, Monitors, USB sticks, external hard drives, CD-ROM Drives, Memory Chips, IDE/EID E/SCSI Hard Drives & other devices, USB external hard drives, SCSI Controller Cards,

Tape Backup Drives, Optical Drives, SD Cards, Scanners, Inkjet Printers, Laser Printers, Print Plotters, Dual Monitors set up, tablets, smartphones, Android and iPhones, and Video/Audio Conference Equipment and Projectors. RAFAEL REYES

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