

Field Service Technician Field Service Technician Service Delivery Technician II Aurora, CO

Extensive experience with Windows XP Professional and Windows 7 Enterprise. Active Directory, Exchange, Citrix Metaframe and Citrix terminal setups, ECM/VMC (automated software rollout technologies used to deploy patches/upgrades of software and security), Dameware, Hyena, Microsoft Office products including XP/2007/2010, Configure Cisco VoIP Phones using Cisco Call Manager and other applications such as Cisco Unity for voicemail, Cisco Desktop Agent, Cisco Desktop Administrator, TCP/IP, DHCP, DNS, and support handheld devices configuration and deployment. I adapt easily to all situations as proven by my varied experience and responsibilities in a wide range of industries. Service Now ticketing system currently using. Authorized to work in the US for any employer

Work Experience Field Service Technician Stewart Title - Denver, CO
November 2018 to Present Travel to different sites in Colorado and assist with software and hardware issues. Program network printers and check printers. Use Bomgar to remote a user to provide assistance. I am currently the only FST in Colorado.

Service Technician MDC Holdings Inc. - Greenwood Village, CO May 2013 to August 2018

Responsibilities Helpdesk/Desktop Support Remote assistance, answering phones, imaging laptops and desktops Provide assistance with hardware/software, smartphones, printers and other peripherals. Use Track-It Helpdesk ticketing software.

Service Delivery Technician II Ent Federal Credit - Union, CO December 2007 to January 2013

Director of IT Operations US Alliance Federal Credit Union, Denver, CO - Merged with Ent

- * Respond to requests for hardware repair, installations, upgrades, network, connectivity problems and printer problems/setup requests
- * Respond to requests for software problems, installations, upgrades, and troubleshoot tickets
- * Configure, build/rebuild, and deploy workstations
- * Maintain security configurations for workstations and images
- * Maintain and update a variety of images for workstation deployments
- * Assist with workstation life cycle management
- * Responsible for handling incoming Service Desk calls, entering them into Cherwell (Help Desk Software) and provide good call resolution time
- * Write Knowledge Base articles for procedures
- * Worked on Windows 7 deployment, 600+ users
- * Mentor new users in all aspects of Service Delivery within the company

Systems & Network Operations Specialist Westerra Federal Credit Union - Denver, CO

August 2005 to December 2007 Gateway Credit Union, Denver, CO - 8/2005-12/2007 * Oversee all phases of daily, weekly, month-end, quarter-end and year-end processes from preparation to completion. * Responsible for accuracy of tape library, including core operating system backups and network backups. * Troubleshoot and analyze problems and review options for corrections. * Monitors all databases, job log errors and hard disk space. * Responsible for maintaining I.S. related documentation and procedures including computer hardware/software inventory, device identifications and schedules. * Develop and maintain programming of special electronic forms, front line macros and enhancement products. * Maintain printers, PC's and peripheral devices. * Liaison between vendors and Gateway Credit Union. Consultant No company - Aurora, CO August 2003 to August 2005 Identified and removed viruses, spyware and adware. * Upgraded BIOS, software and hardware. * Installed and configured firewalls and spyware. * Troubleshoot hardware and software issues, identified the problems and made appropriate repairs. * Installed RF switch in major retail company. Chief Information Officer Aurora Schools Federal Credit Union - Aurora, CO March 2002 to August 2003 Set-up IT department from the ground floor, creating the policies, procedures, and guidelines. * Created disaster recovery plan, backup schemes and security policies. * Negotiated purchase of PC's. * Converted Novell LAN to Windows 2000 Active Directory. * Project manager for upgrading infrastructure. * Managed department budget. * Upgraded telephone system from analog lines to in-house PBX and digital phone system, consisting of DID's. * Trained and supported end users and clients. * Troubleshoot and repair hardware and software issues. * Maintained intrusion detection system, backups, internet and email. Network Administrator Denver Community Federal Credit Union, Denver, CO - 12/2000-3/2002 * Provided support to end users. * Developed Intranet * Maintained and monitored intrusion detection system, backups, internet and email. * Troubleshoot and repair hardware and software issues. * Mentored the Systems Administrator and Help Desk Administrator. Network Administrator Denver Community Federal Credit Union - Denver, CO December 2000 to March 2002 Provided support to end users. * Developed Intranet * Maintained and monitored intrusion detection system, backups, internet and email. * Troubleshoot and repair hardware and software issues. * Mentored the Systems

Administrator and Help Desk Administrator. Network Administrator Talisman Partners, Ltd - Englewood, CO February 2000 to October 2000 Provided support to software programmers and clients. * Setup PC's and performed repairs on hardware and software. * Coordinated vendors for T1 installation and problem solving. Information Management Systems Administrator Acculabs, Inc - Golden, CO July 1998 to February 2000 Wrote scripts to customize menus for environmental chemists in LIMS (Laboratory Information Management System) * Converted workstations from UNIX environment to Windows LAN maintaining connectivity using terminal emulators. * Setup PC's, email and intranet. * Troubleshoot and repair hardware and software issues. Manager Sample Control - Arvada, CO October 1997 to June 1998 Managed staff of Sample Control Department. * Maintained database. * Supervised the chain of custody and integrity of samples. Manager Sample Control - Golden, CO February 1994 to October 1997 Managed staff of Sample Control & Reporting Departments. * Maintained database. * Supervised the chain of custody and integrity of samples. Education BS in Technical Management DeVry University - Denver, CO February 2009 Certificate of Achievement Cisco Systems Networking Academy - Aurora, CO Associate of Applied Science Denver Technical College - Denver, CO Associate of Arts in Chemistry Red Rocks Community College - Golden, CO Hinds Community College - Raymond, MS Skills Help Desk, Service Desk, Active Directory, Desktop Support, MS Office (10+ years) Certifications/Licenses Driver's License Assessments Troubleshooting for Maintenance Technicians Proficient April 2019 Measures a candidate's ability to apply mechanical reasoning when repairing malfunctioning hydraulic, pneumatic, and electrical systems. Full results: https://share.indeedassessments.com/share_assignment/mnnkmm6m20m1z7sj Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Volunteer at Food Bank of the Rockies

Name: Timothy Wang

Email: steven76@example.org

Phone: 3439617480