

FSS\POS L3 IT Technician FSS\POS L3 IT Technician FSS\POS L3 IT Technician San Antonio, TX

My objective is to establish an Information Technology career to provide technical assistance in a positive, creative and constructive approach. Technical Highlights: ? Windows 10 Pro and MacOS user and installation experience for large scale companies. ? Mobile device application use (Mobile Iron, Citrix Mobile and Medora). ? POS setup and maintenance (Haile, VeriFone, etc.) ? Skilled in Word, Excel, PowerPoint and Outlook. ? Able to proctor, create and teach IT\Net+ curriculum for grades 9-12 and Adult Education. ? POS experience with VeriFone and Reliant systems (NRC) troubleshooting. ? Microsoft Server 2008-2016, Active Directory and Group Policy advanced skillset. ? Able to troubleshoot, repair and diagnose desktop and mobile devices. ? Outstanding client support consultation and technical negotiation. ? SCCM, WDS, and FOG deployment setup and maintenance. Authorized to work in the US for any employer

Work Experience

FSS\POS L3 IT Technician Macy's Technology, Inc - San Antonio, TX May 2018 to May 2018 -05/2018 * POS with NRC and VeriFone devices. * Windows 10 setup and deployment. * Server 2008/2012 Troubleshooting on Dell and HP systems. * SCCM imaging POS image creation for NRC devices. * Documentation of assets and duties daily.

Advanced L3 IT Technician USAF JBSA Project - San Antonio, TX January 2018 to March 2018 * Multi-location (base) deployment of MS Windows 10 Pro. * Data migration; Peer-to-Peer. * Server 2012 Troubleshooting on Dell and HP systems. * SCCM image manipulation and practice. * Documentation of assets and duties daily.

USAA-IT Helpdesk Project - San Antonio, TX July 2017 to October 2017 San Antonio, TX Tier 2 Desk-side Support contract 07/2017-10/2017 * Assisted customers with technical issues in a call center environment. * Routine maintenance and updates in Active Directory and consultation on server hardware and software. * Used AS400 and remote desktop for service desk calls.

Server Stack Amerigroup, Inc - San Antonio, TX August 2016 to February 2017 San Antonio, TX Field Support Services contract 08/2016-02/2017 * Performed PC imaging and deployment. * Reset user passwords and managed cellular devices through Mobile Iron. * Server Stack up-keep and outage prevention\retention. * On-premise asset tracking and management. * Provided support for end-users in Microsoft Office.

Information Security Analyst The Miner Corporation - San Antonio, TX

May 2016 to August 2016 * Performed PC imaging, and deployment. * Reset user passwords and configured new user profiles. * Configured mobile devices (Apple MDM) I.T. Advanced Technician Teksystems Inc - San Antonio, TX November 2015 to December 2015 * Performed PC resets, printer installs and other software related tasks. * Used AS400SE and remote desktop for integration testing. * Addressed and designed technical policies. I.T. Analyst/Service Desk Technician Conn's Home - San Antonio, TX August 2015 to October 2015 * Performed PC resets, printer installs and other software related tasks. * WDS implementation and server (Dell, HP and IBM) maintenance. * VeriFone POS technical repair and troubleshooting. * Terminal POS support. USAA-Home Campus - San Antonio, TX July 2015 to August 2015 * Performed PC resets, printer installs and other software related tasks. * Used AS400 and remote desktop for service desk calls. * Addressed and designed technical policies. I.T. Regional Team Lead K-Force Inc. Health and Human Services - San Antonio, TX May 2015 to July 2015 * Managed a team of seven IT Professionals. * Upgraded over 1000 PCs to Windows 7 Pro. * Inventory of assets and ordering equipment. * Data backup and restoration. I.T. Director and Technology Coach San Antonio Technology Academy - San Antonio, TX October 2014 to May 2015 * Performed installations of Windows 8.1 Pro and managed 250 PCs. * Major upgrade while in position from 10/100 to 10/1000 with wireless AC1200. * Trained students and staff how to use Word, Excel, PowerPoint, and Windows 8.1 * Cafeteria POS (Haile Terminal) support throughout district. Tier Three PC Technician Dell\EMC Inc - San Antonio, TX June 2014 to September 2014 * Mass deployment for Frost Bank including Windows 7 and Windows 8.1 Pro. * Mass deployment of Dell 9020 PCs and Tablet Computers. * Performed secure data sanitation as well as migration. Tier Two iOS Technician Volt\VMC - San Antonio, TX April 2012 to February 2014 * Handled 20 or more call per day regarding technical support. * Provided remote desktop support for iTunes and OSX/Windows. * Interdepartmental support via phone. Education Some college Skills It Specialist, Help Desk, Desktop Support, CompTia, Information Technology

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