Network Analyst /Desktop Support Analyst / Executive Support/ Special Event Support Network Analyst /Desktop Support Analyst / Executive Support/ Special Event Support Network Analyst /Desktop Support Analyst / Executive Support/ Special Event Support - Intuit San Jose, CA Work Experience Network Analyst /Desktop Support Analyst / Executive Support/ Special Event Support Intuit October 2016 to Present Onsite network support, team lead supervising 8 Desktop Support Analyst and Executive Support Analyst supporting C - level suite. Last project was LAN/WLAN configuration and monitoring for 2000+ endpoints during an 8-hour event on campus; design, testing and support was flawless.   WLAN monitoring   Connectivity patching   Network troubleshooting   Network analysis for service improvement   Windows 7,8 & 10 Support   Mac Mojave, OSX El Capitan, Sierra and High Sierra Support   Mobile: iOS & Android   Malware mitigation - End user awareness and damage control   Asset Management - Assignment and reclaims   New hire setup   Gather recommendations and/or complaints from users and escalate properly to the System Engineering team or management as applicable Desktop Systems Specialist / Executive Support Brocade June 2015 to October 2016 Provided technical support to users in various fields such as: Sales, Marketing, Security and Engineering. Part of 4-member Executive Support Team   Use of Footprints & Remedy Force ticketing systems to create, document and resolve work orders   New user setup   A/V meeting/presentation setup and support   Hardware and Software troubleshooting   BYOD   Risk assessment   Remote device management and support   Mobile device security (Mobile Iron)   Windows 7, Mac & Linux imaging   SCCM 2012 deployment   Software / Hardware provisioning, deployment and management   Third party vendor relations (Dell for laptops & Sharp for enterprise printers)   Member of applications and hardware testing team prior to company-wide deployments IT Field Support / Analyst Accenture February 2015 to May 2015 at Stanford Healthcare   Provided IT support to Physicians, Nurses and general staff at Stanford Hospital Campuses in the Bay Area.   Desktop Support   Networking   Remote Device Management   Hardware and Software troubleshooting   Hardware Assembly and Deployment   Third party vendor relations (Ricoh and HP)   Ticketing and Customer Service (Remedy)   Conference room A/V Support   SCCM 2012 deployment Network Technologies Associates of Arts in Information

Technology, University of Phoenix September 2014 to May 2015 Completed Network+ Certificate Program, University of Phoenix, July 2014   Technology Experience PC/ Network Technician ClickAway - San Jose, CA August 2014 to January 2015 Diagnosed and fixed hardware/software issues on PCs and Macs, provided mobile device support to small businesses, also provided network support and remote management   PC and Laptop repair   Networking   Mac and Windows (7 and 8), installation, upgrade and maintenance   Mobile device support (Android and iOS)   Technical Sales (Hardware, Software and Service)   Customer and Vendor relations (Samsung and HP) Systems Administrator Ayo Networks - Lagos, NG July 2012 to December 2013 Setup and maintained several workstations in the organization   Installed, upgraded and monitored hosts with Windows operating systems 98, 2003, ME and Windows 7   Secured the wired/wireless LAN from War Chalking, Man-in-the-middle, Denial-of-Service and Password-Based attacks. Provided desktop support for employees and customers. Education Bachelor's Skills Cisco, Data center, Firewalls, Networking, Android, Ios, Network troubleshooting, Switching, Vpn, Ssl, Security, Ids, Ips, Oracle, Lan, Microsoft office, Cabling, Anti-spam, Brocade, Quickbooks, Network Security, Router, Ccna, Servicenow

Name: Cindy Stewart

Email: tiffany56@example.net

Phone: 521-541-7186