

IT ANALYST IT ANALYST Houston, TX Apply skills in a professional work environment to complete assignments promptly according to company standards. Authorized to work in the US for any employer Work Experience IT ANALYST Gray Reed & McGraw - Houston, TX June 2016 to Present

Daily desktop support to 125 local users on printing, Microsoft Office 2016, and iManage Provide high level after hours support to attorneys remotely Monitor Antimalware, patching, and security updates via SCCM Managed SCCM keeping all devices updated to the correct policies Streamline Dell laptop and AIO s imaging using PXE boot Train new users the basics of iManage document management system Manage multiple print server s queues and printers Troubleshoot hardware and software on HP printers, Apple iPhones & Dell machines Use Active Directory on a daily basis managing permissions and group policy Work with vendors on warranty support i.e. Dell, HP, and Microsoft Applications & Security Analyst ? M.D. Anderson Cancer Center - Houston, TX January 2016 to June 2016 ? Used Cherwell ticketing software to track user s issues. ? Created user employee EPIC records EMPs in text side of EPIC SecureCRT ? Verified users had correct user EPIC templates for daily workflow activity s ? Walked users on the proper process to access EPIC via VX Remote or VM Ware ? Server Patching in weeks leading up to EPIC Go Live ? Lead a team in covering 24hr support during first two weeks of EPIC Go Live. ? Recorded workflow process that caused multiple issues such as EPIC crashes ? Monitored VM crashes or freezes then reset users VMs. ? Used Active Directory on a Daily basis ? Part of the single largest successful EPIC migration Deployment Technician Texas Human Health Services - Dallas-Fort Worth, TX April 2015 to July 2015 ? Imaged Windows 7 machines ? Walked users through check out process to ensure satisfaction ? Migrated user settings utilizing Kace software ? Manually backed up data for users with special request ? Traveled throughout Dallas and Fort Worth area to various HHSC locations to deployment machines Help Desk Technician JP Morgan Chase - Houston, TX 2014 to 2014 ? Respond quickly, effectively to requests received through in-house ticketing system. ? Responsible for providing technical support to clients via inbound calls & live chats ? Monitor Service Desk for tickets assigned to the queue and process first in first out ? Modify configurations of utilities and software settings for local workstations ? Utilize and maintain the helpdesk tracking

software ? Manage PC setup and deployment for new employees using standard hardware images and software IT Support Aon - CompuCom 2013 to 2014 ? Build Windows 7 on machines utilizing SCCM ? Migrated user settings using AD Migration ? Walked users through check out process to ensure satisfaction ? Assisted users in solving any known issues after migration ? Solved issues with VPN, Lotus Notes and Novell ? Manually backed up data for users with special request General Manager Dominos Pizza 2010 ? Create staff schedules on a weekly basis with low labor costs and good production?? ? Provide feedback, for growth and development of employees? ? Recruit, interview, hire, train, develop a team that inspires to grow with the company ? Organize a weekly meeting with asst. managers to discuss sales, strategy and goals? ? Responsible for maintaining low food cost with daily inventory count ? Provide customers with a fast and reliable delivery experience? ? Make sure all staff is working efficiently so that orders are done in a timely manner? ? Store Key holder open and close? ? Responsible for maintaining a clean work area during and after store hours? Education Associate Skills VMware, Active Directory, DHCP, DNS, SharePoint 2013, Exchange 2003-2013, Office365, Lync, Skype, MS Office, Project, Visio, Adobe Creative Cloud, Cisco VPN, Citrix, SQL Server (5 years), testing, Active Directory, access, security

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