

Helpdesk Analyst Helpdesk Analyst Helpdesk Analyst New York, NY development. Expert in strategic and tactical planning, client relationship management (CRM), corporate governance, and change management. Seeking a position in an environment which emphasizes teamwork and encourages learning by doing. Authorized to work in the US for any employer Work Experience Helpdesk Analyst Northwell Health - Melville, NY May 2019 to Present Troubleshooting Provide initial support for customer inquiries received via the telephone, chat IN PERSON support Assess nature of Northwell's problem and resolve simple and basic support issues. Northwell's requests into Help desk ticketing system Active Directory User & Computer Lenovo desktop and laptop SCCM and imaging Knowledge Complete request such as new account(s), terminate(s), and well as in person user registration, etc Helpdesk, Ticketing System Participates in executing service delivery and support management in accordance with standardized policies, procedures and process across programs and operational units. Information technology (IT) consultants AspireTechNJ - NY & NJ March 2018 to Present Installing and configuring computer hardware, software, systems, networks, printers and scanners Monitoring and maintaining computer systems and networks Responding in a timely manner to service issues and requests Providing technical support across the company (this may be in person or over the phone) Setting up accounts for new users Repairing and replacing equipment as necessary Lenovo desktop and laptop / Dell desktop and laptop SCCM and imaging Knowledge Enter Aspire Tech NJ's requests into Help Desk ticketing system IT Systems Administrator Just Perfect Transportation Inc - Jamaica, NY December 2014 to June 2019 Responsible for maintaining LAN/WAN connectivity like configuration and installation of Windows 7/8/10 Operating System Switches, creating VPN using IPSec. Perform imaging of workstation and laptops mostly using Symantec Ghost Also provide desktop support to users for Windows 7/10 Professional workstations. Hyper-v Solutions Have been involved in multiple upgrade projects the last one did was upgrading Workstations from Windows 7 to Windows 10, Dell, Hp, Lenovo desktop and laptop Lan and Wan Setup Responsible for installing applications to user desktops Troubleshoot and resolve macOS, iOS devices Install wide range of network equipment. Printer & Computer setups Keep network infrastructure up-to-date and secured.

Configured and installed routers switches and wireless controllers IT Analyst Configuration and troubleshooting of network and desktop printer Education Associate of Arts Borough of Manhattan Community College New York - New York, NY Skills Active Directory, Desktop Support, Help Desk, Helpdesk Support, Tech Support, Service Desk, Active Directory User & Computer (10+ years), Helpdesk, Ticketing System (10+ years), Phone Support, Network, Software (10+ years), Lan and Wan Setup (10+ years), Printer & Computer setups (10+ years), IT Analyst (10+ years) Certifications/Licenses Technical Support Fundamentals April 2019 Oracle Certified Expert Database SQL September 2018

Name: Dale King

Email: blakebrett@example.org

Phone: 675.469.7772x32266