

Support Desktop Engineer Support Desktop Engineer Support Desktop Engineer - BNP Paribas
Jersey City, NJ Work Experience Support Desktop Engineer BNP Paribas - Jersey City, NJ June
2016 to Present Actively participating in Global Desktop Engineering technical Providing
coverage on all technologies and services owned by the team Conducting site hardware
inventories using tools such as SCCM, SMS or physical walkthroughs to capture data and create
spread sheets when needed Installing, troubleshooting and repairing computer hardware
Conducting desktop support services such as diagnostics, application troubleshooting support and
account related issues Providing on-call support on a rotational basis for infrastructure related
outages outside of working hours Cabling Patching Services - physical switch port to the desk jack
and devices Assisting system administrators, telecommunications and network engineers with
on-site implementations. Providing technical expertise for relevant global projects in DWS/DVS
perimeter, ensuring local constraints are well represented and understood by the global teams
Leading and driving projects from a technical perspective to ensure timely delivery as per agreed
upon timeframes with PM and business. Providing technical input and ensuring attendance, as
well as lead efforts for projects, global and regional. Providing various research on industry
products, provide desktop and application virtualization solutions as a mean to reduce hardware and
operating costs Continuous Improvement and Optimization of tasks where possible. Providing
technical guidance and ensure trainings of Level 1/2 Support and other Team members on new
implementations Providing expertise on Security Vulnerability management and Os Security
hardening Supervising 20+ personnel ensuring all tasks from day to day are complete
Maintaining workstation Operating Systems Windows 7, Windows 10, MS Office 2010, 2013,
Professional, Standard, and associated software applications, Citrix, for local and remote end user
requests and issues via trouble tickets, email and phone calls. IT Project Manager New York, NY
November 2012 to May 2016 Assured continuity of the computer system for all system users
Repaired hardware as necessary and worked closely with service vendors to ensure continuity of
service Researched software products and applicability to organizational environment Ensured
that issues are handled expediently and with a focus on client service Provided first and second

level support to troubleshoot and resolve issues Gathered and logged incoming support request, resolution, status, and follow-up information into support tracking system Initial point of contact for the firm Information Technology Team, receiving requests for support Education Certificate University of London May 2017 Bachelor in Information Technology in Information Technology PC Age Career Institute - Jersey City, NJ November 2010 to 2015 Skills Exchange, Scripting, Active directory, Tcp, Tcp/ip, Vmware, Security, Linux, Microsoft windows, Windows 7, Microsoft windows 7, Windows server 2003, Windows server 2008, Excel, Microsoft exchange, Mac, Mac os, Risk management, Application support, Derivatives, Desktop Support, Help Desk, Service Desk Additional Information SKILLS Computer: Microsoft windows 7, professional, vista (5 years), TCP/IP (5 years), VMware (2 years), RDP (4 years), Active Directory (5 years), Windows Server 2008 (2 years), Windows Server 2003 (2 years), Linux (2 years), Mac OS X (1 year), Security (4 years), Desktop Support (4 years), SCCM (4 years) Soft Skills: Good business domain knowledge of Financial Markets and their related products (FX, Money Market transactions, Fixed Income, Commodities & Derivatives). Knowledge of business processes from front to back office, inclusive of Finance, Middle Office, Risk Management and Treasury. Customer and quality focused Good communication skills especially when dealing with business and Ability to work with minimal supervision. Quick learner and skill growth aptitude Flexible and available for on-call and weekend support roster. Technical Knowledge: Providing desktop and application support for Front office and Back Office users including but not limited to Microsoft Exchange, SCCM, Active Directory and basic hardware support Provide support to market data applications (Ice, Star, Thomson Reuters, Fed-trade, Bloomberg and FactSet) Have an understanding of financial market environments with the potential of growth in supporting these teams analytically. Ability to work independently an in team Knowledge of scripting languages (Excel macros, power-shell)

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