

Desktop Support Technician Desktop Support Technician Desktop Support Technician - Radial Eau Claire, WI Over 23 years of supporting local/remote users and hardware troubleshooting experience. Consistently fast response time for troubleshooting; solve issues quickly as they arise.

Work well with people one on one; consistently commended by users on exceptional quality and speed of service. Motivated and self-reliant; able to find solutions to problems in a timely manner. Authorized to work in the US for any employer Work Experience Desktop Support Technician Radial, Inc. - Eau Claire, WI July 2012 to Present Deploy new Dell Desktops, Laptops and Monitors, and Deploy SCCM Images Create and manage user login accounts in Active Directory.

Configure, deploy and support RSA soft/hard tokens and Cisco VPN client software. Perform password resets on various proprietary software packages. Install and maintain HP networked printers Provide timely remote support to in house and Work from Home users. Desktop Support Technician Think Finance - Fort Worth, TX June 2011 to June 2012 Provided software and hardware support for Windows XP and Windows 7 laptops/desktops and peripherals. Migrated existing machines from Windows XP to Windows 7 operating system. Configured, deployed and supported local and network printers, including IP address configuration. Created and managed user login accounts in Active Directory. Installed Desktops, laptops and monitors for new employees. Served as an on-call person on a rotating basis. Configured, deployed and supported RSA soft tokens and Cisco VPN client software. Installed and maintained Dell projectors for conference rooms. Provided as-needed support for newly opened office in Dallas. Proficient in the use of Ghost Imaging software for existing Windows XP machines. Monitored ChangeGear ticketing queues and close tickets according to SLA's. Network Administrator Citadel Media - Dallas, TX April 2007 to November 2010 Provided support for two Radio Traffic Systems, Marketron and Counterpoint. Acted as a liaison between approximately 400 end-users and both software vendor help desks to trouble shoot software issues and implement fixes. Performed software upgrades on both traffic systems. Supported approximately 50-60 Counterpoint users and approximately 350 Marketron users nationwide including account creation, and general account/password maintenance. Responsible for approximately 100 full time users and 20 part time

users. Responsible for creating and managing user accounts on Citrix server farm installation, upgrades, and troubleshooting connection issues of Citrix desktop clients. Assisted in configuration and rollout of new Windows based servers including Windows software installation. Created and administered user accounts in Windows Active Directory and in Microsoft SQL 2005 databases. Connected via remote desktop clients to resolve client software and hardware issues.

Network Administrator WBAP/KSCS/ESPN - Arlington, TX February 2005 to April 2007 Responsible for approximately 100 full time users and 20 part time users. Installed of file and print servers, Dell laptops and desktops, HP networked and local printers. Ensured daily operation of tape backup software and coordinate offsite storage of backup tapes. Supported Sales applications including Arbitron sales software, and XRAY. Installation and support of all versions of Microsoft Office. Assisted station engineers as needed with Audio Vault server upgrades and Audio Vault server operating system, and computer hardware/software issues in the various broadcast studios. Installed new server hardware and new end user hardware - desktops, laptops, and new HP printers. Gained a working knowledge of network switches and routers and assisted in troubleshooting network connectivity issues. Prepared technical documents for various software installations that were performed by users.

Network Administrator KQRS/KXXR/Radio Disney - Minneapolis, MN October 1996 to February 2005 Setup IT environment from scratch at 4 Radio Disney radio stations in Wichita, Kansas City, Cleveland and St Louis. Provided remote support of the stations, including desktop and laptop computers, Windows servers and networked printers. On-site tech support as needed at other ABCRADIO and Radio Disney stations. Supported approximately 90 Full time computer users in Minneapolis and approximately 15 remote users. Responsible for daily operation of tape backup software; ensured offsite storage of backup tapes. Managed Dell and Digital Servers, Compaq desktops, Dell laptop and desktops, HP printers (desktop and networked). Assisted Station Engineers with in-studio PC software and hardware support.

Desktop Support Xcel Energy - Roseville, MN February 1993 to October 1996 Unloaded and loaded data from handheld meter reading devices using PC interface. Provided end user support for desktop PC and printer issues. Responsible for installing and troubleshooting of

Terminal emulation software. Education Other Military Service Branch: U S NAVY Service Country: United States Rank: E-4 June 1971 to June 1975 Radioman third class stationed onboard USS McMorris De 1036 Served During the Viet Nam war. Assessments Verbal Communication Proficient February 2019 Measures a candidate's ability to effectively convey information when speaking. Full results: https://share.indeedassessments.com/share_assignment/tnn0telzr8eibcol Technical Support Proficient July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/o4ukgdovxvpw2vhi Basic Computer Skills: PC Highly Proficient July 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/bjemfxtcsgnljtye Call Center Customer Service Familiar July 2019 Measures a candidate's ability to demonstrate customer service skills in a call center setting. Full results: https://share.indeedassessments.com/share_assignment/pum-iw4ukqnau7yb Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Technical Expertise Hardware Troubleshoot, install, and maintain a wide variety of servers servers, laptops, and printers (desktop and networked). Install various computer peripherals, including monitors, sound/video cards and network interface cards. Software Windows XP and Windows 7; Microsoft Office; Adobe Acrobat; Windows 2003 Server operating system; Active directory; SQL 2000 and SQL 2005 database administration; Symantec Antivirus install and maintenance; Citrix desktop client and server client; Internet Explorer and Firefox; Citrix GoTo Assist; Cisco VPN software and RSA soft tokens; Interaction Client telephony software. Operating Systems All versions of Windows desktop and Windows 2000, 2003, and 2008 server operating systems. Networking Protocols TCP-IP.

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