

IT Desktop Support Manager IT Desktop Support Manager IT Desktop Support Manager Las Vegas, NV Authorized to work in the US for any employer Work Experience IT Desktop Support Manager Gala Coral/Ladbroke's Coral - Jerusalem, IL 2016 to 2017 Managed suppliers and IT inventory Managed tickets between various IT departments to complete goals Troubleshooting on Macs Technical Documentation for corporate Connected Macs to Active directory Set static IP on DHCP server Manage tickets in JIRA and Service Now Worked with DevOps to setup testing environments Worked with Project and Product Managers Worked with UK and Gibraltar Windows and Network teams to resolve issues Jerusalem, Israel IT Help Desk (Tier 2) Singer Networks 2014 to 2016 Managed User Profiles and Email Accounts in server 2003, 2008R2, and Office 365 Troubleshooting various PC issues remotely Remove Malware and Viruses from systems Provide technical assistance with computer hardware and software Support Windows OS Systems, Printers, Scanners, Mobile Devices Resolve issues for clients via phone or electronically Recommend hardware and software improvements Track customer issues and resolutions Custom profile configurations with required software and individual user settings Remove and repair virus, malware, and spyware infections Archive retired user profiles Repair systems using established company protocols Maintained detailed notes, network documentation, and updated tickets IT Technician at PC Integrity Beit Shemesh - IL 2013 to 2014 Traveled to client's homes for on-site repair Malware and virus removal Fix several computers at a time in the lab Fixed fans and hinges on laptops IT Administrator Robert M. Beren Academy - Houston, TX 2010 to 2011 Fixed every computer in the school RAM upgrades Resolved networking issues Setup Firewall rules to prevent student access to sites Dealt with student work arounds to new security protocols Upgraded the servers and network Added security to the teachers and faculties files Fixed major issues with the student's network IT Project Manager Job Training Institute - Las Vegas, NV 2010 to 2010 -2010 Became A+ Certified after taking a month-long course at JTI Began teaching the A+ course at their new location Majority of my students could pass the A+ certification on their first attempt Education High School for Engineering Professions 2002 Skills Active directory (1 year), Blackberry (Less than 1 year), CSS (Less than 1 year), DNS

(Less than 1 year), Malware (3 years) Additional Information SKILLS Software Networks Hardware
Microsoft Office Cable Build/Management Computer building/customization Microsoft Project
Program WAPs and Routers Printer support HTML/CSS DNS record changing Ethernet Cables
Operating Systems Server Management Phone lines Windows Server 2003/2008R2 Blackberry
Enterprise Server Hardware Diagnostics IT Scripting TCP/IP WAN/VPN/VoIP Anti-Virus/Malware
Active Directory Laptop repairs Power Shell Static IP Low Voltage troubleshooting MySQL Subnet
management General Construction

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