

Project Manager / Executive Desktop Support Project Manager / Executive Desktop Support Project Manager / Executive Desktop Support - Franklin Templeton Investments Sunrise, FL Work Experience Project Manager / Executive Desktop Support Franklin Templeton Investments - Fort Lauderdale, FL June 2019 to Present Assist with imaging and deploying Windows 10 Machines Engaging end users with good communication skills while resolving issues Worked with Service Level Agreements (SLA's) using ServiceNOW ticketing system Using SCCM to deploy images from Win 7 to Win 10 Supporting 5000 on-site and remote associates, In-House computer systems, desktops, and peripherals for Broadspire and supports end-users via phone, remote support tools and hands on interaction. Providing technical Level 3 Customer Desktop support, Level 3 Tier Support for Windows 7 & 10 and for HP Laptops and Workstations. Senior Desktop Analyst Yochana IT Solutions - Sunrise, FL August 2018 to May 2019 Supporting 5000 on-site and remote associates, In-House computer systems, desktops, and peripherals for Broadspire and supports end-users via phone, remote support tools and hands on interaction. Worked with Service Level Agreements (SLA's). Providing technical Level 3 Customer Desktop support, Level 3 Tier Support for Windows 7 & 10 and supporting Office 365, Windows 7, 10 on Dell, Lenovo hardware. LANDESK Image - Create Computer Images Configuring & troubleshooting Lenovo Thin Clients Troubleshoot problem areas in a timely and accurate fashion and provides end user training and assistance where required. Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommended and implemented corrective hardware solutions. Attentive in documentation and record-keeping Senior Desktop Analyst Royal Caribbean Cruises, Ltd - Miramar, FL June 2018 to August 2018 Supported 2000 Associates, In-House computer systems, Desktops, and peripherals for Royal Caribbean. Worked with Service Level Agreements (SLA's). Troubleshoot, configured, imaged and installed computer and network equipment while providing technical Level 3 customer desktop support. Level 3 Tier Support for Windows 7 & 10. Supported Office 365, end-users via phone, remote support tools and hands on interaction. Supported Windows 7, 10 on Dell, Lenovo hardware and MacBooks. Created Computer Images (SCCM Images) Configured & troubleshooted Lenovo Thin Clients Troubleshoot

problem areas and provided end user training and assistance where required. Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommended and implemented corrective hardware solutions. Ability to write technical procedures, user manuals, documentation and record-keeping.

Senior Desktop Technician Southern Glazers Wine and Spirits - Miramar, FL April 2018 to June 2018

Supported "in-house" computer systems, desktops, and peripherals for over 2100 associates in two buildings in Miramar. Worked with Service Level Agreements (SLA's). Troubleshoot, configured, imaged and installed computer and network equipment while providing technical 3rd tier customer desktop support. Level III Tier Support for Windows 10. Supported Office 365, end-users via phone, remote support tools and hands on interaction and Windows 10 on Lenovo hardware. Created and removed user account, distribution groups, security and printer groups. Managed & troubleshoot Windows Server 2008 & 2010 Environments, HP Thin Clients, and VMs. Setting Up WebEx, Polycom, and Video Teleconferencing Meetings. SCCM & LANDESK Image - Create Computer Images

Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommended and implemented corrective hardware solutions. Attentive in documentation and record-keeping and the ability to write technical procedures and user manuals.

Desktop Support Engineer First Data - Coral Springs, FL June 2015 to February 2018

Supported two buildings with 2000+ associates in Coral Springs, In-House computer systems, desktops, and peripherals for First Data. Troubleshoot, configured, imaged and installed computer and network equipment while providing technical 2nd Tier Customer Desktop support. Level I - II Tier Support for Windows 7 & 8. Worked with Service Level Agreements (SLA's). Proven record to assist the C-LEVEL team. Supported Office 365 for GOOD Mobile Email. Supported end-users via phone, remote support tools and hands on interaction. Supported Windows 7, 8 on Dell, Microsoft, HP, Windows and Apple hardware. Created and removed user account, distribution groups, security and printer groups. Managed & troubleshoot Windows Server 2008 & 2010 Environments, HP Thin Clients, and VM's. Configured & Deployed Windows Group Policy. Exchange Server 2010 Administrator - created/deleted/modified email accounts. Set up WebEx, Polycom, and Video Teleconferencing

Meetings LANDESK Image - created Computer Images Supported and maintained in-house computer systems, desktops, and peripherals for high availability to First Data's Employees.

Desktop Support Technician (Senior Helpdesk Support) Pediatric Associates (Healthcare) - Plantation, FL January 2014 to June 2015 Plantation, Florida (multiple practices) January 2014 - June 2015 Desktop Support Technician (Senior Helpdesk Support) Operated remote and local onsite support Worked with Service Level Agreements (SLA's). Followed ITIL Guidelines & Practices. Level I - II Tier Support for WINDOWS 7 & 8. Help Desk Support for over 800 end users in 34 locations in Florida. Worked with SharePoint trouble ticketing software. Analyzed support tickets to find trends & patterns and present them in an excel format and create PowerPoint presentations for stakeholders. Provided TELCO support to the administration of wireless telecommunication devices and services. Troubleshoot problem areas in a timely and accurate fashion and provide end user training and assistance where and when required. Provided Call Center Support and responsible for answering calls in a professional, courteous, and helpful manner following standard procedures. Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommend and implement corrective hardware solutions. Created and removed user accounts, distribution groups, security and printer groups. Worked with Service Level Agreements (SLA's). Executed archiving procedure issue escalations to resolve any issues within the support procedures. Supported and maintained in-house computer systems, desktops, and peripherals for high availability to Pediatric Associates' Employees. Installed, diagnosed, repaired, maintained, and upgraded all hardware and equipment while ensuring optimal workstation performance.

IT Client Analyst (Senior Helpdesk Support) Memorial Healthcare Systems (Healthcare) - Miramar, FL 2010 to 2013 Provided Senior level Helpdesk Support for over 1000 end users and Call Center support answering calls following standard procedures. Recorded and tracked all support calls in "Right Now" database (150 - 200 tickets daily) Executed archiving procedure issue escalations to resolve any issues. Supported and maintained "in-house" computer systems, desktops, and peripherals for high availability to Memorial Healthcare Employees. Worked with Service Level Agreements (SLA's). Star, HP 2010

to 2010 - Troubleshoot and modified permissions along with site management Troubleshoot Sharp (Creating Retention Folders, Setup Scan To Email), Star, HP, Fujitsu Printers And Scanners. Configured & Troubleshoot HP Thin Clients Troubleshoot problem areas in a timely and accurate fashion and provides end user training and assistance where required. Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommended and implemented corrective hardware solutions. Attentive in documentation and record-keeping Ability to write technical procedures, user manuals. IT Support Specialist CSL Plasma Inc (Healthcare) - Boca Raton, FL 2009 to 2010 Supported and maintained in-house computer systems, desktops, and peripherals for high availability to CSL Plasma. All quality and regulatory procedures and documentation requirements are followed according to ITIL Guidelines & Practices. Performed on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users and recommended and implemented corrective hardware solutions. Worked with end users to identify and deliver required PC service levels. Support development and implementation of new computer projects and hardware installations. Education Associate Skills Dns, Exchange, Firewalls, Itil, Remedy, Tcp/ip, Citrix, Dhcp, Lan/wan, Landesk, Tcp, Telco, Vmware, Vpn, Wireless, Application software, Ms project, Visio, Sharepoint, Mozilla Links
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