Deployment Technician Deployment Technician IT Technician New York, NY IT professional with extensive training in configuring and installing LAN, WiFi, mobile device management, desktops, laptops, printers and peripherals. 2 years of client relations experience, data migrations for laptops and mobile devices. Able to convey complex technical information in language users can understand. Authorized to work in the US for any employer Work Experience Deployment Technician Stellar Services - New York, NY July 2018 to Present  Conducting PC Refresh projects with various clients.    Imaging of Windows 10 onto desktop PCs in preparation for installation. Opening boxes and removing equipment from the boxes, placing equipment in designated location.  Physical installation of hardware inside office space, as well as setting up network printers and Microsoft  Outlook accounts.     Moving legacy computer equipment to designated location. Organizing and preparing unwanted materials such as boxes, foams, and plastics for disposal. Field Engineer/Contractor Itron - New York, NY April 2017 to May 2018 for Consolidated Edison Conducted wireless site surveys inside ConEdison meter rooms as part of ConEdison's smart meter installation program    Interacted with building management and setting up appointments for site surveys    Inputted data collected into QuickBase and trained new employees on job function ensuring 100% task  completion    Conducted preliminary site surveys for Metropolitan Transit Authority IT Help Desk Stony Brook University Hospital - Stony Brook, NY October 2016 to April 2017 Provided responsive troubleshooting and support, to resolve hardware and software issues to users at all US  sites using remote support tools and occasional site visits    Managed inventory of hardware and software, ensuring upgrades were carried out in a timely manner in accordance with company's guidelines and ensured legal compliance for all software licenses    Ensured Anti-virus and Windows updates were applied appropriately to all devices    Supported and administered mobile devices, including phones and tablets, in line with corporate guidelines    Managed printers and resolve printing issues    Proactively communicated information about IT projects and other changes to staff Tier 1 Point of Sale Help Desk Analyst Gilbarco Veeder-Root - Greensboro, NC February 2016 to May 2016 Handled inbound and outbound calls to deliver service and support to customers and company field service  technicians regarding the Passport    Interacted with

customers to provide Tier 1 tech support in response to inquiries, concerns, and requests about services and technical support    Engaged in the escalation process to route calls to either tier 2, the Claims Department or the Authorized Service  Contractors    Dispatched technicians from ASCs to sites that needed field service technician support    Gathered customer information and determined their need/issue by evaluating and analyzing the symptoms    Followed-up and made scheduled callbacks to customers regarding outstanding service requests    Stayed up-to-date on company's email to learn about the latest outages in the area PC Refresh Technician Hewlett-Packard, Winston - Salem, NC November 2015 to December 2015    Demonstrated ability to run a script in imaging Windows 8.1 and performed basic troubleshooting    Troubleshooted Windows 8.1 during refresh project and encrypted laptops per instructions provided    Unboxed, asset tagged, and logged new equipment into inventory    Processed outbound equipment: data scrubs, inventory, and packing equipment Security Technician Cablevision - New York, NY June 2014 to March 2015    Provided security for field service technicians and engineers    Safeguarded cable equipment and vans and patrolled the premises and adjacent areas to act as deterrent Education Bachelor of Science in Computer Information Systems in Computer Information Systems Lehman College - Bronx, NY May 2019 Skills Imaging, Migrations, Backups, Networking, Ms office, Customer Service (2 years) Assessments Technical Support    Highly Proficient June 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/cwgww5e5jbhoyi1t    Statistics        Highly Proficient June 2019 Understanding statistical methodology and interpreting common statistical calculations.                                    Full                                    results: https://share.indeedassessments.com/share_assignment/pcrxzdjg9zag4wrg    Indeed   Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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