

Desktop Support Technician Desktop Support Technician Desktop Support Technician Richmond, VA Work Experience Desktop Support Technician Pomeroy at Citizens Bank - Glen Allen, VA December 2015 to April 2019 Level 1,2 and 3 support of Break/fix technical issues Migrated machines from Windows XP to Windows 7 Fix Lenovo, HP and Dell desktops and laptops on Windows 7 system Image, inventory, and deploy hardware Desktop support for both onsite and remote users Creating new user Mailboxes, Distribution Lists and Shared Mailboxes using Exchange Management Console Supported encryption and VDI with VDI certificate from the bank Meet SLA and metric goals, Process large data reports, technical writer, and data management for QA team Process network cables to servers Set up Avaya VOIP phones Desktop Support Technician Smart Source Inc January 2015 to February 2016 Full Installation through SCCM migration from Windows XP to Windows 7 machines Physical setup of new workstation and accessories Provides technical support and troubleshooting to network, desktop, and/or systems hardware Wipe the hard drive on the old computer Windows 7 Technician Apollo Professional Solutions, Inc. at SunTrust - Richmond, VA October 2014 to January 2015 Disconnect old pc and hook up new pc Windows XP to Windows 7 migration desktop support Use USMT to copy user profile and data to new pc Return new PC to the user's desk and set up Set up users printers and installed applications User validate sign off sheet I.T. Help Desk Analyst/Business Analyst WellPoint, Inc - Richmond, VA June 2007 to December 2013 Provided telephony support to network and PC techs Assisted with VOIP, Linux and VPN inquiries Provided and researched end-user support via telephone and emails, audits reports, right fax accounts Provided desktop support and resolved SLA desktop inquiries, reduced closed tickets by 97% Set up workstations at home and Ghost workstations on Dell machines Created helpdesk procedure booklet and developed daily helpdesk statistics and audit reports Scheduled department workflow weekly while installing programs on workstations remotely Modified and reset password accounts in Active Directory and maintained new user accounts Created project management training courses to be certified by WellPoint's Lean program Inventory and asset tagging of computer equipment and peripherals Rotation of on-call schedule and 24x7 support for nurses and clients globally

Deployed 1500+ Windows XP to Win 7 workstations, Supported Encryption Anywhere/Guardian Edge Supported the NOC team using PeopleSoft, LEAN Certified Experienced in ICD-9 codes to process from providers, doctors, and nurses Process large data SQL reports and data management for Database team Team Lead and trained staff personnel on evening and night shifts Help Desk Analyst Dateline at VITA/Northrop Grumman - Richmond, VA July 2006 to July 2007 Provided 1st call IT support to 90 state agencies Routed helpdesk tickets to appropriate departments Researched and resolved tickets using IBM, Unix and Windows platforms Provided support of telephone circuits, ISDN and analog inquires Developed daily helpdesk statistics in Crystal Report, SQL, and audit reports Created project management VITA training alerts program Trained and supervised staff personnel on evening and night shifts Team Lead/Desktop Technician CXI at Department of Motor Vehicles December 2006 to March 2007 Removed old workstations and set up new thin clients in various DMV sites in Virginia Installation and upgrade of thin client software on agency workstations Formatted workstation drives and set BIOS to boot to PXE Conversion and configuration of printers and network adapters to an Ethernet architecture Converted and configured 4000 token ring printers to JetDirect or Ethernet QA Analyst Analysts, Inc. at Capital One - Goochland, VA March 2006 to December 2006 Researched, monitored and analyzed large data sets in SQL, Teradata and 63 other applications Researched data quality for pre-audits in Oracle, and SAS Provided technical support to team LAN Administrator / Security Analyst / Business Analyst Dept of Medical Assistance - Richmond, VA April 2002 to October 2005 Novell user administration; Administer Inventory Magic software Reduced security access requests turnaround process in two days Created user accounts on Medicaid Management Information System Deployed 450+ MS Windows 2000 and XP workstations Served as project coordinator on several projects Created and maintained security logs in various databases Developed & revises security Medicaid access forms Implemented, developed and tested Virginia Medicaid System(VaMMIS) Administered DNS change project; Created staff procedures Supported desktop applications and helpdesk levels 1-3; Install programs on users pc's Created new accounts in Active Directory; Daily FTP downloads Administered TSO, SAS, AS400 and

Remedy access    User liaison between state agencies and other contractors    Ghost workstations on MS Windows Server Console Data System Support Analyst Douglas Publications, Inc - Richmond, VA April 2001 to January 2002    Performed daily network back-ups on Microsoft Server Maintained software and hardware inventory database    Restored servers from backup after virus in 1 day    Disaster recovery specialist    Supervised and trained data entry personnel,    Support 50+ users with software applications    Network administration for all users    Configured and update programs Education Medical Coding and Billing Community College Workforce Alliance - Richmond, VA 2015 to 2017 Bachelor Degree in Computer & Information Science in Computer & Information Science ECPI College of Technology - Richmond, VA 2008 to 2009 Associate Degree in Criminal Justice Technology in Criminal Justice Technology ECPI College of Technology - Richmond, VA 2005 to 2006 Associate Degree in I.T. in Networking & Security Management ECPI Technical College - Richmond, VA 2003 to 2005 Skills Desktop Support, Help Desk, SCCM, Comptia, MAC, Active Directory, Service Desk, Apple, Macintosh

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