

Desktop Engineer Desktop Engineer Desktop Engineer Plant City, FL Authorized to work in the US for any employer Work Experience Desktop Engineer Rooms To Go - Seffner, FL March 2019 to Present Responsible for the engineering (design, implementation, maintenance, and continuous improvement) of the desktop environment including system management tools. Identify departmental needs and make suggestions regarding technical direction. Produce and maintain desktop hardware and software road maps. Develop and maintain custom scripts to increase system efficiency and lower human intervention time on any tasks. Lead technical resource for Desktop Engineering related projects and activities. Represent the interests of our customers by providing 3rd level support and appropriate escalation to other IT functions when issues cannot be resolved by the Desktop team. Develop and publish technical documentation to ensure appropriate knowledge transfer for desktop support and help desk staff. Documentation and tracking of requests and incidents via an ITSM tool. Managing and monitoring of service levels with internal customers and vendors. Desktop Support Technician Rooms To Go - Seffner, FL June 2018 to March 2019 Support users in the corporate office and in the stores in a timely manner Provide onsite support for the stores as needed Configure and deploy machines accordingly Ensure the tools utilized for deploying machines are up to date and accurate according to Desktop Engineering s standards Configure, deploy and troubleshoot Tablets, Hypercom s, Scan Guns and Video Players within the stores Support Apple users and configure Mac devices to policy standards Create documentation to provide to my peers for support and cross training Utilize tools such as SCCM, HPDM, IGEL Manager (UMS) and HMC to troubleshoot and to deploy updates to various machines quickly and efficiently Provide support and troubleshooting assistance for other departments as needed Ship and receive assets to and from supported stores and other RTG locations Assist Asset Management with tracking assets and inventory for the Seffner location IT Support Specialist PRIDE ENTERPRISES - Brandon, FL April 2015 to May 2018 -Responsible for creating and managing over 700 Active Directory user accounts -Created policies and procedures for Helpdesk personnel to utilize -Created solutions for training documentation and referencing tools -Responsible for keeping inventory of all assets (laptops, desktops, thin clients,

cell phones, printers, hard phones.) utilized by personnel across the state of Florida -Responsible for configuring and deploying new assets to personnel across the state of Florida. Utilizing PKI and various security configurations -Responsible for processing purchases for all IT equipment up to the required specifications -Provided support and solutions for all PRIDE personnel -Trained inmate workers on Helpdesk policies, procedures and solutions -Responsible for ordering and maintaining all cell phones and configuring for the Apple device enrollment program for devices -Responsible for keeping networking documentation from the wall port, patch panel and switch pertaining to each network related item within the PRIDE industries in the state of Florida -Providing various troubleshooting, patches, updates, configurations and solutions for all PRIDE personnel and supporting vendors accessing PRIDE s network -Troubleshooting various servers, VMware, UPS and USPS software support -Apple OS and iOS MDM experience

Project Manager Osprey Construction - Tampa, FL May 2013 to May 2015 Office liaison for realtors and field crew Maintained change orders, PO s, and contracts Processed new hire documentation and onboarding Processed new subcontractor documentations and contracts Processed documents for all construction projects Maintained completion statistics for 95% and above for all projects Ordered and received all incoming materials to warehouse Managed budgets and completion dates from start to finish Prepared and completed documents for 4 point inspections, Roof Inspections, Lead Inspections, and Notice of Commencements Preformed office duties for executive leadership team Prepared documentation for bids and submitted required documents to Freddie Mac, Fannie Mae, and other contract sites for job completion.

Project Coordinator Traffic Services Inc - Plant City, FL August 2009 to January 2013 Vice Presidents Executive Assistant Prepared bid documents for count approvals on all FDOT projects Maintained inventory in warehouse and office Reviewed road plans for proper sign placement, measurement etc. Called / Grid locates for all signs through 811 Sunshine One Call Locates Prepared agendas for weekly staff meetings Processed new hire documentation and contracts with recruiting duties Preformed office duties for leadership team

Night Office Manager The Tampa Tribune Lake Walden Distribution - Plant City, FL October 2008 to December 2012 Began as a Subcontractor and worked up to

Office Support Received and recorded documents Distributed companywide paperwork with
nightly reports 7 day a week attendance required Maintained customer service calls and
provided customer service to clients Maintained proper route book with active clients daily
Education Computer Programming and Analysis in Information and Technology Hillsborough
Community College - Plant City, FL January 2016 to August 2019 Diploma Plant City High School -
Plant City, FL 2004 to 2008 Skills Microsoft Office Suite (10+ years), Notary (3 years), Human
Resources (3 years), Help Desk (3 years), BMC Track-It (3 years), Construction experience (6
years), Project Management (6 years), Dynamics AX (2 years), Desktop Support, Service Desk,
Tech Support, Active Directory, Mac OS X (2 years), Information Technology, It Specialist, Comptia,
System Center Configuration Manager (2 years), Service Now (2 years), Azure (1 year)
Certifications/Licenses Customer Service Specialist May 2015 to Present Customer Service
Specialist Certification, # CSS170556 ETA International Driver's License

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