Tech & Apps Management Specialist II Tech & Apps Management Specialist II Tech & Apps Management Specialist II - ADP Queen Creek, AZ I am looking to expand and challenge myself by focusing on working to be knowledgeable and to become a point of contact for support functions or services. Work Experience Tech & Apps Management Specialist II ADP January 2017 to Present Install and verify user profiles on new employee's laptops. Assist in escalated cases from our Associate Service Desk. Process equipment returns for employee departures and/or lease upgrades. Troubleshoot and resolve Windows 7 and Windows 10 application or OS based issues. Repaired and installed software, hardware and peripheral components end user laptops Assign and deploy application access through SCCM Configuration manager for end users. Utilize Service Desk for ticketing and tracking of reported issues and projects. Configure the Citrix Receiver on End user machines. Utilize the Citrix Application Center for User management and application hang ups Configure and install RSA software tokens for employees. Systems Administrator Contractor December 2015 to November 2016 Served as a technical resource for the resolution of routine computer system issues. Resolved all IT issues and assisted in any operational items requested. Provided quality customer service while demonstrating the ability to effectively Basic and advanced problem analysis and recommends solutions to the end-user or manager Set up new users and removed network access for outgoing users. Repaired and installed software, hardware and peripheral components on PCs and servers. Worked in hybrid network environment with on prim and cloud-based applications Contact 480.201.9310 (Mobile) jimepp68@gmail.com Systems Administrator/Desktop Support Merits June 2015 to August 2015 Education AAS in Applied Computer Science Lamson College - Tempe, AZ Skills MICROSOFT WINDOWS, WINDOWS 10, WINDOWS 7, WINDOWS SERVER 2003, MICROSOFT WINDOWS SERVER 2003 Certifications/Licenses CompTIA A+ August 2006 to Present

Name: Dr. James Lucas

Email: eric02@example.com

Phone: 001-270-585-0509x77045