

Support Technician (Team manager) Support Technician (Team manager) Support Technician (Team manager) - IBM Walpole, MA Work Experience Support Technician (Team manager) IBM - Boston, MA May 2019 to Present Conducted systems migrations for over 600 Santander Bank locations Deployed window migration (7 - 10) using USMT migration scripts Restored Citrix Smart apps connections after USMT migrations Used PowerShell scripting for PC backups and restorations. Private Researcher Northeastern University - Boston, MA November 2018 to April 2019 Private Research study on U.S. Department of Justice (Title VI), and EEOC guidelines. Systems Coordinator Northeastern University - Boston, MA September 2017 to October 2018 Northeastern University is a private research university where students gain substantial work experience before receiving their diplomas Did Windows migration (7-10), imaging and updates, using SCCM Ensured consistency of protocol during creation and usage of network accounts Supported computer systems for all doctoral students, staff and faculty members Followed up on work requests through service-now ticketing system Managed 3 computer laboratories for the Engineering departments Created support documents for fixes found during troubleshooting issues Resolved LAN connectivity issues for printers, scanners and HP plotters Performed workstation moves and setups for existing clients and new hires Solved remote connection issues for windows and installed remote apps on Macs Ensured successful network connections for virtual environments using VMware Horizon Created and maintained outlook calendars and group mail boxes for all departments Installed and maintained outlook on Macs and Windows computers MDM Consultant UMass Hospital - Worcester, MA July 2017 to September 2017 Mobile device Management UMass Hospital is an academic center which is part of the regional UMass Memorial Healthcare system. I was responsible for securing mobile devices for enterprise Epic installation Systems Administrator State of Mass EOHHS - Quincy, MA December 2016 to July 2017 Executive Office of Human Health Services (EOHHS) is a government agency responsible for all human health services in the state of Massachusetts, United states of America Responsible for managing site coordinators Centralized the workflow process Streamlined the responsibilities of site coordinators Developed checklists for onboarding and off-boarding processes Active directory,

Exchange, Group Policy, and user profiles administration Resolving tickets using CA Service Desk Manager Enterprise office 365 exchange administrator Protecting patient data and ensuring authorized data access QA Engineer InVentiv Health - Burlington, MA January 2015 to April 2016

InVentiv Health is a health-data company that does pharmaceutical data analytics Integrated the records from several sources into a central database Generated reports for the automated records transfer Sustained the coordination between the key groups Testing the automated transfer of health records from FTP server to warehouses and database Ensuring that health data is well tabled and ready for data analytics Imaging, Installing and upgrading of software (Oracle, Hyperion, Netezza) Active directory, Group Policy, Local and Roaming user profiles administration Outlook user configuration and maintenance Providing support for VPN (VMware View Client) Giving technical support via telephone, email and remote desktop Reviewing cases/tickets and escalating them accordingly Resolving 20 tickets per day using Zendesk Ticketing system Apple and Android mobile device configuration Mobile iron configuration and support Mobile device management (MDM) using mobile iron McAfee endpoint encryption management for laptops

Helpdesk Analyst Polycom Group Series - Somerville, MA May 2014 to October 2014 Nizhonihealth is healthcare company that specializes in home healthcare Scheduled the use of all the virtual rooms for video conferencing Connected all the remote devices before video conferencing Supervised all the team players Polycom Group Series (video conferencing) Electronic Health Record (EHR) support AirWatch Mobile device management (MDM) AD user profile configuration Remote user support Data center co-location support Systems Administrator Boston, MA October 2011 to May 2014 Anaqua is a software company that deals in asset management and business intelligence analytics Implemented smooth onboarding for new hires Developed user tools and profiles for new hires and new servers Improved the workflow process for new hires Imaging, Installing and upgrading of software (Windows XP, 7 and 8) Active directory, Group Policy, Local and Roaming user profiles administration Outlook user configuration and maintenance Providing support for VPN and Sonic-Wall clients Giving technical support via telephone, email and remote desktop Reviewing cases/tickets and escalating them accordingly

Hard drive encryption and failure recovery Resolving 30 tickets per week using Spice works.
Configuring virtual servers using Hyper-V manager (Windows Server 2008/2012) Apple, Dell, HP,
Lenovo mobile device management (MDM) Mobile device encryption Systems Administrator
Sophos - Burlington, MA January 2011 to July 2011 Sophos is a security software company that
specializes in endpoint communication, and network security management Restructured the
cabling and labeling in the data center Simplified the troubleshooting of network failure Induced
a winning team spirit Resolving 40 tickets per day using the HP Service manager Cooperate
antivirus/antimalware (Sophos/Symantec) installation and management Monitoring data backups,
using Symantec software and Sophos antivirus Installed Sophos endpoint encryption on mobile
devices Remote desktop support Education M.S. in Health Informatics Northeastern University
December 2016 B.S. in Information Technology Northeastern University April 2014

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