

ANDRE' MORRALL

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Accomplished **Information Technology Professional** with 5+ years of experience in technical troubleshooting as well as a demonstrated high-level of customer service. Adept at resolving complex issues in a fast-paced environment.

EXPERTISE

Active Directory	Desktop Hardware / Software Configuration	Detail Oriented
Imaging / Deployment / Migrations	Laptops / Desktops	Well-organized / Resourceful
Technical Troubleshooting	Printer Setup / Support	Staff Development
Help Desk / Remote Support	Mobile Device Management	Excellent Customer Service

PROFESSIONAL EXPERIENCE

Corgan, Dallas, TX
Service Desk Technician

08/2016-Present

Handle ServiceNow incident requests for close to 600 end users, including architectural staff and other professional staff members. Perform hands-on fixes at the desktop level, and troubleshooting of Microsoft Windows 10, Microsoft Office 365, and various design applications. Schedule warranty repairs with manufacturers for MSI and Dell mobile workstations.

- Assist staff with video conference setup and troubleshoot audio visual equipment in meeting rooms
- Create and deploy approved applications in Microsoft Configuration Manager
- Draft technological changes and training documentation for the firm's knowledge base

Special Projects

- Complete firm-wide operating system upgrade project; migration from Windows 7 Enterprise to Windows 10 Enterprise for 200+ users
- Create training materials and facilitate training sessions for the firm's rollout of Microsoft Office 365, as well as Skype for Business integration with StarLeaf conference room system

Bradley, Birmingham, AL
IT Technician

10/2015-08/2016

Provide second level support for nearly 500 employees at the corporate law office headquarters. Primary point of contact for local and remote user support for the firm's various desktop applications, and troubleshoot hardware related issues for desktop computers, laptops, VoIP phones, tablets, mobile devices, copiers, printers and scanners

- Perform Active Directory management tasks such as password resets, account creation, and security group modifications
- Travel to other offices for projects and IT coverage, and participate in the on-call support rotation

Special Projects

- Complete firm-wide operating system upgrade project; migration from Windows XP to Windows 7 Enterprise for 100+ users
- Partnered with the Network Administrators group to create DHCP reservations for network printers across 8 locations. Afterwards, assigned role to manage reservations (adds/removals/changes) and other print server tasks across 3 regional offices

Christian & Small, Birmingham, AL

IT Support Specialist

11/2013-10/2015

Handle end user support requests via walk-ups, ticketing system and phone for more than 30 attorneys and staff members. Setup, configure and perform routine maintenance on Dell desktop computers and laptops, HP LaserJet network printers, standalone printers, mobile devices (iPad/iPhone, Android), dictation devices, and other peripherals. Manage new workstation setups and complete office moves.

- Repair issues with web-based legal applications and desktop software
- Maintain all hardware inventory with Spiceworks IT assessment management software
- Create new Windows 7 reference image to include firm default settings and programs. Decrease onboarding hardware setup time by 25%

TECHNICAL SKILLS

Technologies:

Active Directory, Bomgar, Cisco AnyConnect VPN Client, Citrix Receiver, Cylance, ESET Endpoint Antivirus, FortiClient, GlobalProtect, LAPS, Malwarebytes, Microsoft Intune, Microsoft Office 2007, Microsoft Office 2013, Microsoft Office 2016, Microsoft Office 365, Microsoft Remote Desktop, Microsoft SCCM, Mimecast, Mitel Communications Director, Office for Mac, PrinterLogic, Proxy Networks, Remote Server Administration Tools,

Hardware: ClickShare, Dell, Hewlett Packard, Kyocera, Lenovo, Motorola, MSI, Netgear, StarLeaf, SMC, Wycom Enterprise, Xerox, Zyxel,

Operating Systems: Windows XP, Windows 7, Windows 10, Mac OS

EDUCATION

Associate of Applied Science, Network Engineering (2010)

Virginia College, Birmingham, AL