

Alex J. Mans

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Education:

Bachelor of Arts cum laude

Dean College

Certifications:

CompTIA A+ ce

CompTIA Network+ ce

CompTIA Security+ ce

Experience:

Most Recent:

IT Support Associate I, Harvard Medical School, Boston, MA

Providing support for software and hardware with clients both remotely through bomgar software, zoom and in person. Pushing of software through SCCM. Setting up VPN for clients to remotely access systems from home during covid crisis. Office 365 support and installation of office suite. Troubleshooting printer, network, and hardware issues for clients. Assisted with Windows 10 migration and supporting Windows 7, 8, 10, 11, Mac OS and Linux. Use of ivanti for asset tracking, remote access, support, update deployment and patch pushing to Harvard owned devices. Imaging devices through pxe boot using ivanti.

April 2019 ---October 2019 Technical Support Specialist, Commonwealth of Massachusetts, Boston, MA

- Assisting users with issues submitted to the KACE ticketing system. Troubleshooting issues with printers, workstations, mobile devices, and software. Software and hardware setup and installation for office moves and new user onboarding. Tracking inventory and updating it to the Excel spreadsheets and WASP inventory system. Creation of user computer and email accounts in Active Directory and Exchange. Staging, configuring and prepping devices for shipping and tracking them as they are mailed out to city towns and other locations. Prepping devices for recycling/disposal and updating spreadsheets for their disposal.

January 2019 ---May 2019 Migration Specialist, Pentagon, Washington, DC

- Imaging and configuring desktops, laptops, and tablets for Windows 10 version 1709 update. Coordinating with the tech leads and other migration techs to get devices deployed to locations in the Pentagon, Mark Center, Fort Belvoir and various locations in Crystal City. Assisting users with setup of Outlook and configuration of Bitlocker and VPN on specific devices. Adding their

pst data back to their outlook profiles. Answered any technical questions users had. Mapping users to their printers and user specific network drives for access to their data.

March 2016---January 2019 Help Desk Specialist, Abacus Technology Corporation, Silver Spring, Maryland

- Logging and tracking trouble tickets in Remedy. Troubleshooting software and hardware issues for a user base of 30-40 people. Installing and troubleshooting VPN clients for users. Actively monitoring devices on the network to ensure that they are up to date with latest patches and configurations. Installing and configuring new desktops and laptops with Windows 7 and Windows 10 Operating Systems. Setting up printers and managing them on the print server. Experience in installation and setup of Windows Server 2012R. Submitting information for the procurement of devices, peripherals, and consumables for workstations, printers and projectors. Coordinating with network administrators to troubleshoot network related issues. Receiving devices and updating inventory spreadsheets with pertinent device information. Disposal of excess printer toner and old devices through Recycling plants and DLA disposition services.