**ASHER ABRAMS**

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TECHNICAL CERTIFICATIONS AND SKILLS

* CompTIA A+ certified
* Active Directory
* Microsoft Exchange
* ITSM software: ServiceNow, HP Service Manager, Cherwell, Track-It
* Hardware service and replacement

EDUCATION

* Computer Information Systems program at Portland Community College (enrolled).
* Microelectronic Theory and Applications, UC Berkeley Extension (online).
* Cryptography, Stanford University / Coursera (online).
* Undergraduate courses including C/C++, Calculus, Physics.

PROFESSIONAL EXPERIENCE

**Help Desk**

**Qorvo**

1/2019 – 12/2019

Hillsboro, Oregon

Provided user support in a technology company, providing tier 1 support by phone and email, and handling assigned service catalog tasks, documenting all tickets in ServiceNow. Troubleshooting for network connectivity, login / browser issues, Windows configuration issues, VPN access, MS Office functionality, access to engineering applications. User support for MS Office desktop applications and Outlook Web App (OWA). Support for OneDrive. Active Directory account maintenance, group membership; created / modified groups in AD and MS Exchange. Remote desktop support via SCCM; used AD to manage computers and create local administrator rights. Provided mobile device support (Android and iOS) including setup, configuration, account management, and MaaS360 management. Created and managed Cisco desk phone accounts in CUCM. Documented network, server, fab computer, and engineering systems issues, and routed to appropriate teams.

**Help Desk Technician**

EdgeLink

7/2018 – 12/2018

Beaverton, Oregon

**Client: Genesis Financial Solutions.** Responsible for supporting the PC, printer, and laptop corporate infrastructure. Answer phones and monitor the Help Desk email for incoming requests. Respond to end user requests for assistance. Triage tickets and assign to appropriate team. Maintain corporate PC’s, laptops, and printers. Troubleshoot and resolve hardware and software issues, including password resets and user account creation. Create, manage, delete user accounts in Active Directory and Exchange. Set up and manage phones in Cisco Unified CM Administration. Image laptop and desktop computers with SCCM and Configuration Manager Console. Troubleshoot remote computers using Remote Desktop. Work in virtual environment using VMware Horizon Client. Workstation setup and configuration in Windows 7 and 10. Data entry in TSYS. Provisioning and deployment of desktop systems, and inventory management. Trained and supervised junior technician in creating user accounts.

**Service Desk**

Tek Systems

10/2017 - 11/2017

Portland, Oregon

**Client: Providence Health Services**. Call volume 40 calls per day. Assisted users accessing online health records in Epic and Facets. Identified user access problems. Maintained HIPAA compliance and confidentiality.

**Help Desk Analyst**

Triad Technology Group

8/2017 - 10/2017

Portland, Oregon

**Client: Kimpton Hotels.** Email and phone customer service, connectivity troubleshooting, password resets, following up with users on status of requests. Reset Active Directory passwords and enabled user accounts; updated group memberships; updated access to VM applications. MS Exchange:  set up new users, updated existing users, added aliases, modified display names. Assisted users gaining access to applications through Citrix portal using System Center Configuration Manager remote desktop. Supported user access to PeopleSoft. Identified and classified connectivity problems for users of hotel and restaurant software (Opera, SynXis, Aloha, Avero). Recorded, classified, and routed requests on ServiceNow and Cherwell ITSM ticketing systems. Updated user access on Active Directory.

**IT Service Desk**

Insight Global

3/2017 - 7/2017

Portland, OR

**Client: US Bank.** Telephone customer service for password resets, access issues, and troubleshooting. HP Service Manager, Windows Active Directory, Dameware remote desktop, NetIQ iManager, Lotus / IBM Notes, Hogan mainframe. AD password resets, access modifications, enable/disable user accounts. Telephone customer service with very high call volume, conference calls, alphanumeric data entry, multi-tasking. Remotely cleared browser cache, added Java security exceptions, updated user access with NetIQ iManager. Consistently maintained above average CSAT scores.

**Scan Operator**

Office Team

8/2016 - 3/2017

Portland, OR

**Client: Cascadia Behavioral Health.** Scanned client records from archive files to digital database. Edited and optimized document images in Panasonic imaging system; alphanumeric data entry. Maintained security and confidentiality of client records.

**Desktop Support**

Go2IT Group

8/2015 - 7/2016

Portland, OR

**Clients: Hillsboro School District, RBC, Morgan Stanley, Charlotte Russe.** Technical support at various locations in Oregon and Washington. Assisted in a desktop migration for a major investment firm. Upgraded cash registers at a retail outlet. Verified functionality and user satisfaction in all cases. Replaced system boards on Dell notebooks for Hillsboro School District. Configured Dell workstations with dual displays.

**Scan Operator**

Ricoh

3/2014 - 6/2014

Portland, OR

**Client: PGE.** Scanned archival documents to digital database using Kofax imaging software and SharePoint web platform; performed indexing and image quality control. Improved efficiency of scanning and data entry process. Compiled daily production statistics. Trained and supervised incoming team member in all aspects of job.

**Field Service Representative**

Ricoh

4/2013 – 9/2013

San Francisco, CA

**Clients: McKesson, CBS Interactive, McGraw-Hill, Williams Sonoma.** Provided administrative services to corporate clients. Copy center, mailroom, and reception coverage. Trained and supervised incoming team member in all job responsibilities.

**Sales Lead Analyst**

Riverbed Technology

2/2013 – 3/2013

San Francisco, CA

Assigned sales leads using Salesforce.com. Internal customer service, company research, data entry.

**Desktop Support**

Insight Global

4/2012-7/2012

San Francisco, CA

**Client: SalesForce.** Assisted IT department in deploying and imaging work stations. Delivered and set up desktop computers and peripherals, imaged and updated hard drives, ran diagnostics, performed troubleshooting.

**Computer Migration Scheduler**

Insight Global

1/2012 - 3/2012

San Francisco, CA

**Client: SalesForce.** Project manager for a data migration. Scheduled over 200 users with 5 techs in 3 locations in eastern Canada.  Duties included heavy use of Microsoft Outlook and Excel, and extensive written communication via email and Skype messaging. Responded to unforeseen events such as inclement weather, personnel changes, etc. Adapted scheduling / tracking system to meet changing needs. This position required a high degree of initiative, communications, and problem-solving skills.