CARL PADILLA

✉ me@carlpadilla.com
🌐 www.carlpadilla.com
📍 Philadelphia, PA
in carl-padilla/
⌂ carlpadilla

I am a highly motivated and detail-oriented professional, and I am always eager to learn and stay up-to-date with the latest technologies. I am confident in my ability to deliver exceptional technical support and contribute to the success of any organization.

Skills

PROGRAMING
JavaScript
React
GIT
Python
Powershell

SYSTEMS ADMINISTRATION
Windows
MacOs
Linux
Servers
Monitoring
Patch Management
Security
Access Management
Problem Solving
Imaging
O365
Azure

CERTIFICATIONS
Comptia Security +
HDI Support Center Analyst
Microsoft AZ-900

Education

Bloom Tech Full Stack Development	Apr. 2019 to Aug. 2020
Lincoln Tech Automotive Technology	May 2007 to May 2008
DPT Business School Network Support Technician	July 2003 to Mar. 2004

Employment

Hire IT (UPenn)
IT Support Specialist B — Philadelphia, PA — Aug. 2022 to Current

Interact daily with individuals of varying technology expertise, assessing their needs and determining the most effective solutions to resolve technical problems with hardware, software, and network services.

Provide exceptional support and solutions to over 1800 clients across 30 departments at the University of Penn, including high-profile figures such as the President and Provost, resulting in improved system performance and increased user satisfaction.

Utilize independent judgment and technical expertise to diagnose and troubleshoot complex issues, utilizing various tools and resources to deliver efficient resolutions.

Cotiviti
Deskside Technician — Blue Bell, PA — Feb. 2022 to May 2022

Successfully improved the computer imaging process at Cotiviti by designing, testing, and building a Windows MDT server to replace the previously inconsistent and difficult-to-manage USB drive imaging process.

Significantly streamlined image deployments and computer configuration by implementing the MDT server, resulting in faster turnaround times and reduced downtime for end-users.

Provided technical expertise and guidance to end-users and stakeholders during the transition to the MDT server, resulting in improved user satisfaction and adoption of the new system.

Penn Medicine
Local Support Provider — Philadelphia, PA — May 2021 to Feb. 2022

Created and disabled user accounts and configured new computers using Norton Ghost for imaging, ensuring the smooth onboarding of employees and the proper configuration of hardware and software.

Provided comprehensive functional and technical support (both local and remote) to diagnose and troubleshoot hardware and software issues across a range of systems, including computer-controlled medical equipment for research, WAN, LAN, and remote systems.

Novak Francella
IT Support Coordinator — Bala Cynwyd, PA — Oct. 2019 to Apr. 2021

I successfully migrated 120 users between three offices from Windows 7 to Windows 10. In addition to my daily support duties, I created a python application to automatically email users 15 days before their AD passwords were set to expire to prevent domain password sync issues during the COVID-19 pandemic when many employees were working remotely.

Jevs Human Services
Desktop Support Specialist — Philadelphia, PA — Apr. 2019 to Oct. 2019

Configured hardware and software, performed maintenance and upgrades, and provided support for business applications, phone systems, and networks. I also successfully transitioned asset management from paper forms to digital tracking with the use of iPads for signing out equipment.

Nuix
Systems Administrator — Conshohocken, PA — Dec. 2017 to Apr. 2019

Implemented and maintained an efficient Windows imaging process using KACE for both US and global offices, reducing imaging time by 50% and increasing the accuracy of computer configurations. Spearheaded the successful introduction of patch management across all endpoints, ensuring the timely application of security updates and reducing the risk of cybersecurity threats.

Hybros
Desktop Engineer — Bensalem, PA — June 2016 to Dec. 2017

During my time as a Desktop Engineer, I acquired a range of technical skills including:
Installing, upgrading, supporting, and troubleshooting Windows and Mac operating systems, authorized desktop applications, hardware, and peripheral equipment.
Monitoring and executing preventative maintenance and repairs on computers, laptops, printers, and peripherals.
Configuring and troubleshooting MS Outlook, including backup and restores.
Providing support for TCP/IP configuration, internet maintenance, and basic networking tasks such as mapping drives and setting up wireless networks.
Administering MS Active Directory accounts and groups, including Office 365.

DaVita
Support Integration Analyst — Malvern, Pa — Jan. 2015 to June 2016

As a Support Integration Analyst, I provided expedited telephone support to multiple clinics across the network, handling an average of 55 calls daily. I worked directly with Alpha/Beta applications to log bugs and system errors accurately and served as a subject matter expert for these applications. My efforts resulted in an 88% first call resolution rate and high customer satisfaction. I also used the ServiceNow call tracking system to log, track, and manage incidents and service requests, and provided support for tasks such as password reset, desktop and printer support, and network connectivity troubleshooting.