CARL PADILLA

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📍 Philadelphia, PA
in carl-padilla/
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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

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

Employment

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

As an IT support specialist, I interact daily with individuals with varying levels of technology expertise and use my independent judgment to determine the most effective way to meet their needs. I provide support and solutions for over 1800 clients across 30 departments at the University of Penn, including the President and Provost, by diagnosing and resolving technical problems with hardware, software, and network services.

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

I designed, tested, and built a Windows MDT server to streamline the computer imaging process at Cotiviti. Before this implementation, the company was using multiple USB drives for imaging, which was inconsistent and difficult to manage. The MDT server offered a more efficient and effective solution for image deployments and computer configuration.

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

As part of my role, I was responsible for creating and disabling user accounts and configuring new computers using Norton Ghost for imaging. I also provided functional and technical support (both local and remote) to troubleshoot and diagnose hardware and software problems, including computer control medical equipment for research, WAN, LAN, and remote systems.

Novak Francella — Bala Cynwyd, PA
IT Support Coordinator — 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 — Philadelphia, PA
Desktop Support Specialist — 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 — Conshohocken, PA
Systems Administrator — Dec. 2017 to Apr. 2019

I created and maintained the Windows imaging process using KACE for both US and global offices, and introduced patch management across all endpoints.

Hybros — Bensalem, PA
Desktop Engineer — 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 — Malvern, Pa
Support Integration Analyst — 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.