**Joel Kangudi Tshiaba**

**(**Austin, 2201 willow creek drive, TX 78741**)**

**SUMMARY:**

* Experienced IT Technician (Hardware Maintenance and Testing Technician, Helpdesk, IT specialist, Desktop Analyst, System Infrastructure), solid knowledge of computer hardware, software, and networking systems.
* Experienced UEFI (offer user interface Mouse supporting, Faster Boot Times and Larger Disk support) and Bios (Enabling some interfaces, Secure boot, Change boot sequence.)
* Skilled in MAC and PC x86 Architecture experience system level knowledge of the following subsystems (Memory, PC Buses (PC1-E,  USB/USB-C related knowledge, SATA, Ethernet, Processor, Chipset), DOCKING Technologies,(PD (Power Delivery), DEBUG Tools, Logic Analyzers Analyzer,
* Datacenter Technician (Hardware installation and maintenance): install, configure, and maintain servers, racks, and other related equipment. This includes replacing defective components, performing upgrades, and ensuring that all systems are running optimally
* Excellent troubleshooting Hardware (Laptop, Desktop, Tablet, Workstation, Server, Configuration, and set-up skills, also confident with MS 365 Cloud, Windows command line. BIOS settings (install and configure device drivers: install and set up applications).
* Excellent troubleshooting Remotely using AnyDesk, TeamViewer, RealVNC)
* Ticketing system used ( Remedy, ServiceNow, Jira)
* Demonstrated experience in computer working in African’s Rural and high-risk areas, USA system.
* Self-discipline and able to work in emergency under pressure respecting the Deadline.
* Personal motivation, team spirit seconded by high communicational and managerial demonstrated knowledge of security concepts, and respect of confidentiality with professionalism.
* Strong and proven IT background, Helpdesk technician, Desktop, Network technician, System administration.
* Worked as a Dell Dynamic Server Support Technician.

**SKILLS:**

* Azure Microsoft 365 Fundamentals
* Good understandanding of x86 and Server System Architecture
* Operating Systems,
* Devices Drivers, Bios ACPI
* Computer Networking( VPN, DNS, DHCP, Cloud Network, Network Switch, Router Basic)
* Windows Server 2012, 2016
* Virtualization
* Remote Tools( AnyDesk, TeamViewer, VNC, Remote Pc)
* Ticketing Systems(Servicenow, Remedy, Jira)
* Cisco Communications
* Docking technologies
* PD (Power Delivery)Protocol
* Debug Tools
* USB Analyser
* Lab Technician

CERIFICATES:

* DELL CLIENT FOUNDATIONS 2023
* DELL CLIENT ADVANCED 2022
* DELL DSP SERVICE EXPECTATIONS, NAVIGATION, AND TOOLS
* DELL POWEREDGE CORRECTIVE MAINTENANCE
* 2024 KnowBe4 Security Awareness Training
* CompTIA A+

**EDUCATION:**

**I.S.I.PA (Higher Institute of programming and analysis), Kinshasa, DRC**

* Bachelor’s in network administration and Telecommunication 2010
* Associate In Computer Science (Maintenance of Computers) 2008

**EXPERIENCES:**

Total years of experience with Windows: since a start my student in computer sciences in 2005 until now ( Windows 95, Millennium,XP, Vista,Windows 8,10,11 and Windows Server 2008,212,2016,2019)

Total years of experience installing BIOS: 10 Years until now

Total years of experience in Creating OS Image: 14 years

Total years of experience with DISM: Deployment Image Servicing and Management for 3 years

Total years of experience with WinPE: for 4 years

Total years of experience installing drivers: Since 2005 until now 19 years.

Total years of experience in Disk part command-line:3 years

Total years of experience with Basic Scripting: 3 years in Batch

Total years of experience running test plans: 5 Years

Total years of experience installing OS: 19 Years since 2005 until now

Total years of experience working in lab environment: 5 Years

Total years of experience troubleshooting PC/laptop: 15 years

**HCL :**  **MAY 2024 until now**

**IT DESKTOP SUPPORT**

**- Troubleshooting: Troubleshoot and resolve technical issues with hardware, software, and networks**

**- Technical support: Provide technical assistance to users over the phone, via email, or in person**

**- System maintenance: Perform regular system upgrades and backups, and configure software and drivers**

**- New applications: Test and deploy new applications and systems, and assist users with installing them**

**- Network configuration: Configure and test networks, and monitor internal networks**

**User accounts: Assist users with setting up new desktops or user accounts**

**- Staff training: Train and guide staff on how to use hardware and software.**

**- Use servicenow as a ticketing system to resolve, coordinate end users issues, foollow up with the status of issues,**

**WORLWIDE TECHSERVICES AS A DYNAMIC SERVER TECH Oct 2023 - May 2024**

**Data Center Tech:**

**- Managing and maintaining the hardware infrastructure in datacenters**

**- set up and configure servers**

**- troubleshoot technical issues**

**- conduct inspections, and handle hardware upgrades**

**- Windows servers Installations**

**- Monitoring tools track system performance**

**- documentation keeps records of tasks and change**

**- Services Configuration, Reporting, logs**

**- ConfigureLenovo Plateforms ( Laptop,Desktop, Worstation)**

**- Application Installation**

**- AD management( Create a new user, Reset end user password,...**

**- Asset tag Management**

**- Network portal Management( Laptop and Desktop Mac address)**

**- Printer Management( Printer Label, Network printer)**

**- Configure IP Cisco application ( Resetting settings, Setup Extension)**

**AMD, Austin, TX Sep 2022 – Oct 2023**

**Lab – Compatibility Tester**

* Good understandanding of x86 and Server System Architecture
* Operating Systems,
* Devices Drivers, Bios ACPI
* **Configure** and **maintain** test **hardware** and **infrastructure** across multiple (dozens) mobile, desktop, and workstation systems.
* Keeping **systems running up to date** (Laptop, Desktop, CRB, Servers).
* **Swapping out processors and other hardware** as the need arises and keep hardware and validation infrastructure test-ready in all other ways, in support of client roadmap schedules.
* Troubleshoot/repair **PC x86 motherboards**, Components replacement as needed and following AMD policy.
* Reporting Skills (**MS Excel, Word, PowerBI, Outlook, Teams**)
* Use of many **AMD internal tools** such as: Hardware Development Tool (HDT)/aHDT, HDS, APEX, ADS, AEExpert, and BVM,JIRA.
* **Maintained** **Inventory**, Receiving the new HP SUT, check the serial number, name each unit using the last 3 digits or letter and label each unit by printing these last 3 digits or letter label on the unit. **Each unit is placed in the rack** according to its position, and **updated inventory SOR**.
* Discover issues related to HP teams based on different BIOS used to detect the component causing the issue.
* Working on HP Projects (GROGU,LONDON ,IOKE, LOX, CRB Phoenix , Lilac
* Use Paragon Image to create The Farm image from HP Image.
* Set up Wombat on each HP SUT (HDT)
* Run different test depending on management need (PST\_1 week – 8 week, AmdSuspend S4, Close the lid, WinPVT,Reboot,S0i3 with different cycle, Delay time and Check box : Memory.dmp, TDR,USB,
* Enable Core Isolation , Virtualization based security (VBS) , Secure boot into Bios,
* Use the company tools :system now to request, Jira to create the ticket, Teams for the meeting ( calls, chat, sharing files,), outlook, AmdZ, Run Post Install after new OS installation, ADS and dump viewer are links to analyze the memory dmp, aHDT to collect the log when the system Hanged in black screen or bluescreen that mean OS accessible. Unit in fail state.

**Dell, Dallas, TX Dec 2021 – Sep 2022**

**Field Technician**

* Troubleshoot and fix customer’s issue based on Dell Laptop, WorkStation, Servers, Tablets according to the Dell process.
* Using SRMS to manage the tickets (open it close it, adding notes… DFSM to add the Dispatch number, Mobil Access, to receive the customers service calls
* Using tracking number to pick up the customer’s parts at FedEx.
* Troubleshooting (replacement Motherboard, LCD, Hinge UP, All cosmetics, webcam, All Hardware components)
* Configure Service tag after motherboard replacement.
* Run Diagnostics to test if everything is working fine after every replacement.
* Calling the customers related to their availability, to let them know if the part delayed by FedEx (by text message, emailed them, voice message)

**SMS InfoComm Corporation, Grapevine, TX May 2018 – Nov 2021**

**Computer Repair Technician**

* Troubleshoot and fix customer issues on HP Laptops and Tablet according to the HP process.

**Hardware Maintenance**

* The Replacement of major component (Motherboard, Display, HDD, SSD, Memory, Battery)
* Troubleshooting of hardware issues
* The Replacement of plastics (back cover, top cover, bezel lcd, keyboard, touchpad, DVD-player,)
* The Replacement of minor components (cables, buttons, etc.)

**Software**

* To do the DMI process, configure Bios settings, apply updates.
* To Reload the OS ( windows OS different versions and Chrome OS) on Laptops and Tablets
* To fix Drivers Issue and others issue related to the OS or Bios
* To perform all the test according to HP standard of quality (UEFI test Functionality)
* To document all issues and fix applied for different cases.

**Beni Solution, Brazil Nov 2016 – Apr 2017**

**IT Support**

* Windows server 2016 administration
* Provided Desktop Support to the relevant End-users community in Europe, America, and Africa.
* Troubleshoot system and hardware issues,
* Troubleshoot and replace motherboard parts.
* Create batch files for windows common issues.
* Managed network printer.
* Made timely, accurate diagnosis of system related problems between hardware, software, and network.
* administrator of the servers OCS Server
* Management of hardware resources and customer park software via OCS customer park
* Lead problem resolution activities to get technology incidents and problems resolved.
* Assigned incidents and problems, and contact required resources both inside and outside the company necessary to resolve the problem, with minimum supervision,
* Responded to request for service with experience and compliance in established time limits.
* Developed and maintained support documents for use by all levels of support personnel as well as end-users.
* Identified and solved any problems that affect desktop computer operating systems.
* Troubleshot routine problems and maintenance of systems.
* Participated in weekly meetings to get updates and discuss Help Desk related matters.

**Tigo, Congo Jun 2011 – May 2014**

**Helpdesk Team Leader, IT Support/ Network Technician (PC and MAC)**

* Responsible for replacement of broken display, replacement of **Desktop's Power Supply**, **HDD**, **RAM**, **Motherboard**.
* Working remotely with partners
* Established electronic system of tickets allocation to IT supports.
* Centralized all tickets to establish report.
* Desktop and laptop Re-imaged
* Network printer administration.
* Hardware and software installation needed for the data processing center (more than 300 employees).
* Assessed network and system for needed repairs under the supervision of the System and Network Manager.
* Designed User and Training Manual for end users.
* Delivered IT solutions within different departments.
* LAN Management with 50 workstations and 5 HP ProLiant G3 Servers.
* Managed the Tigo Domain under Windows 2008 Server.
* Windows Adminitration on server 2012

**Orange Computer, Congo Jun 2005 – Jul 2010**

**System and Network administrator**

* LAN Management with of 20 workstations and 3 Servers.
* To installation and deployment of user’s desktop
* Responsible for design, implementation, update, and execution of the IT Strategies.
* Managed the Orange Domain under Windows 2008 Server.
* Monitored printer Server.
* Supervised Kaspersky Security Center.
* Active directory administration.
* Access point Configuration (Wi-Fi).