**Elliot Ferguson**

[**Elliotferguson97@gmail.com**](mailto:Elliotferguson97@gmail.com)

**(872)289-8858**

**Certifications:**

* **CompTIA A+ Computer Service Professional**
* **Hewlett-Packard Company Certified Customer Engineer Level III**
* **Spherion Certified Help Desk Support Specialist**

**Educational Background:**

* **Evanston township high school**
* **Evanston IL**
* **CompTIA A+ Certified Professional**

**Technical Summary:**

With 8+ years of experience identifying, troubleshooting, migrating and repairing complex applications, networks, servers, and computers. Excellent experience in customer service IT Support with Mac IOS, OS systems, Microsoft Windows 9.x- Windows 7, & also MS Windows 10 (OS) Operating Systems.

**OPERATING SYSTEMS**:

* Microsoft Windows 9.x- MS Windows 10 (OS), MAC IOS Leopard-Mac OS, Sierra-Mac OS, EL Captain- Mac OS

**Professional Work Experience:**

**Helpdesk Call Center Support Agent 10/03/2022 – 09/23/2024**

**RRB Retirement Railroad Board**

* Receive inbound calls from Call Center
* Active directory to End AD user Support
* Troubleshooting, imaging and deployment of Dell laptops and peripherals Desktop
* Support in the configuration and support of the end user migration to teams.
* Experienced working with high-level and/or VIP level clients.   
  Interfaced with and approved outside vendor support, VIP Support.
* SCCM active administrator
* Network printer support Lexmark and HP devices
* IMAC for end-user support
* Active Directory Administrator

**Sr. Windows Deployment Tech .Net Framework Administrator. 01/18/2022 - 09/29/2022**

**Fitch Group Inc.**

* File transfer of end user data to cloud FTP site
* Windows system support
* OS X Support
* Software installation/troubleshooting
* Windows 10 Refresh imaging/configuration
* Mobile device support (iOS/iPhone/iPads)
* Provided VIP level support for Desk side issues.
* Active Directory Administrator
* Asset management tracking
* Account Unlock / Password Reset / Group Policy Administrator

**Data Center Technician Service Desk Technician II, 01/11/2021 – 01/07/2022**

**(ITPN) IT People Network for Genesis Financial**

* Customer Service level support PC workstation, laptops, desktops, iPads, and peripherals
* “VMware” Virtual Support provided for Remote end users
* “RDP” connection Support for Remote end users
* Technical remote support to all remote end users
* “Cisco AnyConnect” VPN support for Remote end users
* “SCCM” Administrator, device and username locator, Software installs, remote control troubleshooting

**Desk Side Support II / Chicago, IL., 01/27/20 – 12/21/2020**

**VBeyond, for (R1)**

* Desktop Support / Desk Side Support / IMAC's
* Troubleshooting and installation of desktop/laptop OS – Windows 7 & 10
* Interacting with staff on desktop related problems and providing resolutions regarding client end user issues

**Data Center Technician Windows 10 Imaging Technician .Net Framework Technician 07/01/2019 - 01/24/2020**

**HCL / HCSC / Chicago, IL.**

**K-Tek Resourcing**

* Windows system support
* OS X Support
* Software installation/troubleshooting
* Windows 10 Refresh imaging/configuration
* Mobile device support (iOS/iPhone/iPads)
* Active Directory Administrator

**Help Desk Support II/ Chicago, IL 04/01/2019 – 06/28/2019**

**SmartSource Solutions**

* Receive inbound calls from Call Center
* Provide Remote Help Desk support to staffed end-user employees
* Provide break-fix support to Hewlett-Packard devices such as but not limited to: laptops, desktops, tablets, and also network printers
* Provide handheld device support for Mac iOS, Android, and BlackBerry users primarily for mail and or Company VPN

**MAC Administrator/ Allstate MAC (OS) 01//14/2019 – 03/29/2019**

**Migration / Merchandise Mart / Chicago, IL**

**Strategic Solutions**

* On-site Apple Mac Administrator for operating system High Sierra v10.12.6
* Initiate a partition hard disk drive Clean Wipe of Macintosh (HD)
* Perform install of Mac OS High Sierra v10.12.6
* Configure device Internet DNS & Proxy settings and other pre-deployment settings

**Desktop Support Data Center Technician / PepsiCo WIN10 MIGRATION 10/1/2018 – 01/10/2019**

**.Net Framework Administrator**

**ThemeSoft**

* Deploy new Windows 10 desktops and laptops during Windows 10 Migration
* Rebuild existing machines from Windows 7 to Windows 10 with “RoboCopy” Utility
* Handle data migrations and workstation returns following a defined process
* Active Directory utilization modification of profile accounts, group policies, domain objects.

**Support Technician** **06/2018 – 09/2018**

**Barrister Global Service Network**

* Troubleshoot and break/fix Hardware repair to all Hewlett Packard vendor policy-supported machines
* Printer support on all hardware issues
* Desktop support on all hardware issues
* Maintained, installed, repaired and upgraded in correspondence to desktop workstations (Hewlett Packard, some Compaq, some Dell machines)

**Senior IT Support Specialist Data Center Technician 12/2017 – 12/2017**

**Stefanini / Huron Consulting Group (HCG)**

* Utilization of “Microsoft Service Center” Incident Management Database software, performing/initializing a process of handling and tracking customer support requests via phone, e-mail, voice mail, IM, and in-person interactions.
* Major laptop deployment effort, coaching and overseeing interns with their tasks, etc.
* Facilitating on-site networking infrastructure tasks as directed by the Infrastructure team.
* Troubleshoot and break/fix, Installing/extraction of all hardware/software on a workstation and or server as advised by Team leader or Management
* Experience with imaging and diagnostic tools.
* Installing VPN hardware/software for a remote site, etc.
* Technical Tier II walk-through of all technology-related remote activities with the IT Support Service Desk protocol upon end user request.

**Senior Desktop +MAC Support Specialist 09/2017 – 12/2017**

**Trinity Globaltech Inc. / Mphasis / Aon /**

* Own the user issue to resolution
* Provide IMAC support to users.
* Troubleshoot and break/fix PC / Workstation builds
* Network Cabling and related activities
* Printer support on all hardware issues

**Desktop Support Technician 05/2017 – 09/2017**

**Park Hudson/ITG**

* Perform project-based work, execute project plans, and meet deadlines is required (SLA).
* Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
* Support desktop standards and processes.
* Provide Tech Support all level of employees in a professional manner via telephone and in-person
* Laptop support on all hardware issues:
* Perform Level I & II Support as required: handle incoming help requests from end users via both telephone and email in a courteous manner.

**Application Technical Specialist Level II 12/2015 – 02/2017**

**Lancesoft | Aetna**

* I provided Level III Application Support/project level support For the Microsoft Exchange Server team. Also, Level II IMAC and Image Support within a Windows 7xp – Windows 10
* I ensure network connection and integrity by testing each port once it is re-wired for the Aetna network. Data Jack coverage for the ensuring of IP addresses confirmation and network availability.
* Compile list of Shared MS Exchange 2013 Mailboxes, with permission accounts. Create list of MS Exchange2013 Distribution groups for all departments of Aetna network providing nationwide coverage. Messaging server maintenance is provided by purging redundant groups and or assigning new ownership
* Complete any outstanding software requests / Software forms/procurement forms as required.

**Support Technician 1099 08/2014 -12/2015**

**Barrister Global Service Network   Chicago, IL**

**IT Security Agent 10/2013 – July 2014**

**TekSystems | Re: Source Chicago, IL.**

**Support Technician 1099 09/2013 -10/2013**

**Barrister Global Service Network   Chicago, IL**

**Global Help Desk / Service Desk Analyst Level 01/2013 - 09/2013**

**Kirkland & Ellis LLP   Chicago, IL**

**Level 2 Help Desk /Application Support Specialist 01/2012- 11/2012**

**Jenner & Block LLP Chicago, IL**

**Level II Service Desk Support Technician 08/2011- 09/2011**

**West Monroe Partners    Chicago, IL**

**Support Technician 1099   01/2011 - 08/2011**

**Barrister Global Service Network   Chicago, IL**

**Customer Engineer Level III 09/2005 - 10/2010**

**Hewlett-Packard Company Downers Grove, IL**

**Help Desk Technician 11/2004 - 08/2005**

**Spherion/UOP. LLC   Des Plaines, IL**

**Local Area (LAN) Network Technician 01/2003 - 11/2004**

**Harmony Health Plan     Chicago, IL**

**PC Rollout Technician 05/2002 – 12/2002**

**Aera, INC., State of Virginia & Maryland**