**Blake Rittenhouse**

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US Citizen

**Objective**: Highly motivated, self-starter with computer repair, hardware and warehouse experience, seeking full-time permanent position in the San Antonio area.

**Summary**: Desk Side (Tier 3) Technician with computer, hardware, software, network and active directory experience. Supporting the entire San Antonio area. Hardware support consists of maintaining, cleaning, organizing and repairing broken and used equipment. Responsible for installing, updating and repairing computer software. Ensure users can access necessary software and are running the current software versions. Maintain storage space for hardware, which is recycled, reused or assigned. Network experience connecting servers to ports, switches and phones. Experienced in active directory to view user accounts to unlock, grant access or disable users. Active directory provides Desk Side with information relating to the user’s equipment and account information.

**Education/Certifications**:

* San Antonio College, San Antonio, Texas Northwest Vista College, San Antonio,
* Lenovo Certified
* Dell Certified
* CompTIA A+ 2022

**Skills**:

* Repair and installation of new computer hardware and software.
* Migrate user’s profiles to their new computers.
* Reformat or upgrade PC operating systems.
* Provide phone support for clients with hardware and software issues.
* Perform network checks for clients.
* Remove virus malware and spyware.
* Maintain inventory and surplus of all equipment.
* Computer and printer setup and configuration.
* Conduct software updates.
* Smartboard repair and setup.
* Conduct desktop and monitor set-up and support.
* Adept at learning how to use and configure new devices and equipment.

**Employment History**:

**Deskside Technician** – IRS 02/08/2022 – Present

* Use the KISAM ticketing system to identify users requesting assistance.
* Repair user computers in a quick manner to return users to a productive status.
* Experienced with ordering and imaging new computers for users.
* Ordering break replacements for users in need.
* Being able to multitask different situations for different people.
* Good communication skills and research skills to solve problems for users.
* Strong organization and storage skills assist with quickly obtaining equipment.
* Very fluent in using remote support tools like BOMGAR.
* Experienced with Active Directory usage and resets.

**Computer Technician** – Bexar County 6 /13/2019 – 4 /19/2021

* Ordered new computers when necessary and reimage them for both the police department and the courthouse.
* Worked on multiple large computer contracts with Bexar County, San Antonio offices and various Texas cities and school districts.
* Conducted computer configuration and setup. Normally configured 20 – 25 laptops at once.
* Experienced in configuring personal profiles onto computers as well as user’s software and files.
* Conducted enterprise enrollment of each new laptop received, after it has been configured for each site.
* Involved with shipping and receiving of laptops and servers. Validated the hardware being shipped or transported, aligns with the Asset Transfer Forms (ATF).
* Experienced in computer suspension/retirement based on defects.
* Team lead experience in hardware, software and warehouse support.
* Interfaced with each client to validate that support was been completed as requested.
* Interfaced with hardware distributer POC, to obtain the laptop hardware needing to be replaced.
* Assisted the warehouse with scanning and tracking hardware into Typhoon.
* Kept track of all distributed devices, computers and their location, to ensure updates.

**Java Developer** – Q&A Infosys 2 /16/2019 – 6/13/2019

* Learned how to code using Java and made back-end applications.
* Used the MySQL Database program to make a server, which stored data using Java.
* Created lists and applications that allow users to view multiple pages personally created.
* Used MySQL, Sequel Workbench to make databases for data storage.
* Made a functional Spring application that stored and used data, referencing games and customers.
* Learned how to make front-end applications, using JavaScript and Visual Studio Code.
* Incorporated Pictures, Text boxes, Nav bars and Search Bars for the front-end applications.