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| Employment | | | | |
|  | *Advanced, London, England UK December 2016 – January 2019* **On-site School DSA\Field Engineer**   * Strong customer service skills and proactive customer focused attitude. * Providing the first point of escalation for the customer accounts on site. * Providing cover for multiple customer sites. * Monitoring and managing escalations from the Service Desk. * Maintaining and managing business SLAs * Monitoring Remedy ticketing system insuring DSA’s meet SLA’s * Resolve as many requests as time and expertise permits. * Escalate calls that cannot be resolved to the appropriate analyst * Working with 3rd party suppliers   *Advanced, London, England UK March 2015 – December 2016* **Field Engineering Team Leader**   * Line management of Desk side Assist Engineers (DSAs) assigned to a number of customer sites. * Managing the support delivered to the assigned customer accounts to ensure it meets requirements in line with departmental objectives. * Providing the first point of escalation for both customer and DSA on these accounts. * Managing and mentoring the engineers, setting objectives, carrying out appraisals and understanding training requirements. * Ensuring that all relevant processes are documented and that the knowledge is correctly distributed among the supporting engineers. * Operation management of the DSA to ensure SLA’s are met, call queues are managed and updated promptly and that customer communications are being correctly done. * Working with other team leads to identify commonalities between customers to drive standardization where possible. * Working with DSA manager to actively maintain CSIP for DSA service * Monitoring and managing escalations from the desk side team to other teams with Advanced. * Assisting DSA manager with on-going business initiatives to increase productivity, enhance customer/team awareness, and processes as well as other departmental objectives.   *Advanced, London, England UK October 2011 – March 2015*  **Desk side Support\ Operations Lead\***   * Leading and supervising a team of Desktop engineers to make sure they are adhering to policies and procedures * DSA providing 2nd / 3rd line desktop and laptop support to end users * Strong customer service skills and proactive customer focused attitude. * Escalation point between DSA’s and customer as well as ADV365 Team Leaders and Management * Incident Management process owner including assisting with handing over incident to appropriate department. * Engage the Desktop Engineers' to encourage effective, efficient, and quality work methods for the benefits of the team, customer and business. * Chairing a daily Morning Call to pass any relevant info to and from all DSA and to build team comradery across the DSA’s who might not otherwise interact * Communicating any concerns to 3rd party contractor * Assisting Customer Operations Manager with methods of service improvement for Contracts held   *Notting Hill Housing, Hammersmith, England U.K  July 07 – Jan. 08/* Dec. 09  **Help Desk Analyst**   * Working with the Helpdesk team supporting **1000** plus users as a 1st \2ndlineSupport Analyst * Responding to technical queries logged via Service Desk. * Assisted users via email, telephone, remote connection or at desktop * Administer users’ accounts in Active Directory * Administer Exchange 2003, setting up new users, managing groups/permissions * Monitoring of service requests into the Helpdesk system (Touchpaper V 6.7.) * Resolve as many requests as time and expertise permits. * Escalate calls that cannot be resolved to the appropriate analyst * Inform Help Desk management of all urgent requests and emergencies. * Understand and apply IT policies and interpret for staff. * Maintaining and managing business SLAs * Supported end uses on virtual PCs via VMware Virtual Infrastructure Client * Creating VDI from templates for Thin Client users   *London School of Commerce, London, England U.K. Feb 06 – July 07*  **Network/Desktop Support-IT Manager**   * Managed and Supported the IT Infrastructure for a private College, using MS Windows 2000/3 Server and mixed Windows 2000/XP Clients. * Managing Rota of Student workers to insure coverage of IT work and students class availability * Providing 2nd / 3rd Line Hardware and Software support for both staff and students * Active Directory administration * Installation and day-to-day maintenance of Merak E-mail Server * Connecting and overseeing Video Conference meetings between overseas (Malaysia and Bangladesh) campus’ * Consultancy with Senior Management on Hardware and Software issues to maintain minimum disruption to productivity.     *Facey Medical Foundation, Mission Hills, CA USA August 03 – Nov. 05*  **IS Support Tech/Phone Tech**  *Kinko’s, Anaheim, CA USA June 02 – April 03* **Desktop Support**    *CCH Incorporated, Torrance, CA USA Sept 01 – April 02*  **Telephone Support**    Arey Jones Educational Solutions, Los Angeles, CA USA Feb. 01 – Aug. 01  **Desktop Support**  *Best Computers, Buena Park, CA USA June 98 – Feb. 01*  **PC Technician**  *Genesis Computer Systems, Anaheim, CA USA Aug. 97 – April 98*  **PC Technician** | | |
|  | CEI College, Anaheim, California USA *Associate of Science Degree* in Computer Information Technology. GPA 3.47  Microsoft Certified Professional in Windows 2000 Server and  Windows 2000 Professional.  A+ Certified  Hubbell-Premise Certified (Network Cabling Certification, USA) | | |

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| *United States Coast Guard* | Aug.1988 – Mar. 1995 | CT and CA, USA |
| Honorable discharge upon 6 years of commendable service U.S. Coast Guard Support Center, Coast Guard Island Alameda, Ca. Facilities Department   * Lead field supervisor of 14 personal insuring work orders were assigned and time management kept * Provided facilities maintenance for Coast Guard Island * Successfully completed managerial-employee relations seminar. * Completed a Leadership Training workshop. * Received certificate of completion for Human & Civil Rights Training.   U.S. Coast Guard Cutter Eagle (WIX 327) Damage Control Division   * Trained and assisted crew and cadets in shipboard firefighting, emergency hull breach control, and maintaining physical and mental control in all emergency situations   U.S. Coast Guard Academy   * Boiler Technician, provided maintenance and preventive maintenance of Coast Guard Academy Boiler Heating System | | |

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| **Technical Environment** | 1. Operating Systems: Microsoft Windows 7 and 10 2. Software: Remedy, MSOffice 2003, 2010 and 2016, Norton Ghost 3. Hardware: PC Hardware, Switches, Routers, Wyse thin Clients 4. Telecom: Ericsson, Mitel 5. Network: TCP/IP, VMWare, SMS, LAN/WAN, print servers, Cisco wireless access points (Aironet 1200, 12220B), Polycom VSX 7000s |

**References** Available upon request