MARTY WHITE
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<u>Position</u>	Desktop Support Specialist.

<u>Summary</u>

* Ten plus years working, learning and adding value in the Medical and Hi-Tech Industry.
* Exceptional customer focused support and communication soft skills when addressing all levels of customers, especially with Executive Management.
* Used several Incident Management systems to create, respond or escalate.
* Application Break/Fix troubleshooting on Windows 7, 10, XP or Mac OSX.
* Provided documentation and training for end users on new IT Procedures.
* Self-motivated but adept to working independently or with a team.
* Configured iPhone with MDM and Android mobile devices on AirWatch to receive company emails from Outlook or Google mail.

<u>Certifications</u>

* Microsoft MCITP and Windows 7 Enterprise Desktop Support Technician.
* Dell Computer Technician.
* Customer Service, phone Etiquette from Career Track and Benchmark.

<u>Technical Skills</u>

* JIRA, Salesforce, Helpdesk and Service Now to manage incidents or service requests.
* Active Directory, Exchange 2008 and Google G-Suite Administration to provision/de-provision user and distribution accounts.
* Remote Desktop troubleshooting using, LogMeIn123, Bomgard, Skype for Business, etc. Support Zoom and Vidyo video conference environments.
* Deployments, Data migrations (PXE Boot, Casper/Jamf, Configuration Manager, Software Center, USMT, SCCM 2012, Filewave, Ghost
* Sysprep, VMware and VM Fusion to image Windows OS on Mac computers.
* Office 365, Win XP, 7, 10, Outlook 2010 - 2016, Cisco VPN, Box, One Drive, Google Drive, Wireless, Symantec VIP and Okta, iPad, iPhone and Android and software center, mobile devices, Cisco and Shortel VoIP. Xerox, Canon, Brother and HP printer VLAN support. Symantec and Sophos Encryption, Filevault for Mac and Bitlocker with TPM for windows, Soft and RSA Token.

<u>Education</u>

* Business Degree - Cardinal Stritch University, Milwaukee, WI.

Work History

Consulting for JVT Advisors at Sophos   **April 2017 – May 2017**
Santa Clara, CA

<u>Sr. Desktop Engineer/Executive Support</u>
   * Primary Executive Desktop Support to 31 employees. As a team provided worldwide remote
     desktop support to employees, consultants and vendors. Windows 75% and Mac 25%
     imaged by PXE or USB Flash.
   * Primary IT-New Hire Orientation to employees consultants and Interns.
   * Troubleshoot and resolve walk-ups, emails, JIRA incidents or service request pertaining
     to Mac, Windows or mobile devices.
   * Sophos Encryption and anti-virus , Soft and RSA Token. Filevault for Mac and Bitlocker
     with TPM for windows.
   * Support mobile devices with Sophos SCM for Androids and iPhones.
   * Skype for Business, Zoom video conference support, Cisco VPN,
   * Investigate Wi-Fi, user application and Office 2016 issues; identifying problem source(s);
     determining or implementing possible solutions on Mac, Windows and mobile devices.
   * Provide inventory management and procure purchase orders with CDW for computers, parts
     and accessories.
   * Used password state to manage passwords for IT Desktop Support team.
   * Create JIRA ticket per user incident or service request.
   * Used Sophos Mobile Control (SMC) for Enterprise Mobility Management of BYOD
     environments.
   * Troubleshoot Xerox copier and HP printer issues. Manage the Xerox Address book.

Consulting for WinMax at Turn, Inc.   **August 2016 – April 2017**
Redwood City, CA

<u>Sr. Desktop Support Engineer</u>
   * One of four team members providing desktop technical support to 250 plus local and remote
     users with a 65% Mac and 35% Win 7 environment.
   * Use PXE Boot, Filewave, Clonezilla and Ubuntu to image computers.
   * Troubleshoot, and resolve walk-ups, emails, Helpdesk incidents pertaining to Mac,
     Windows or mobile devices. Cisco VoIP, Secure Print, Cisco VPN Client, Adobe Creative
     Cloud, Adobe Echo Sign.
   * Virtual Box, VMware and VM Fusion to image Windows OS on to a Mac computer.
   * Investigate Wi-Fi, user application and Google G-Suite Application administration; identifying
     problem source(s); determining or implementing possible solutions. Provide meeting
     support with Skype and Vidyo, Audio Video Conferencing.
   * Crash Plan for data back-up/restore. Endpoint Encryption.
   * Use Active Directory and Google G-Suite to Provision and De-provision user accounts.
   * Manage and create Active Directory Engineering security groups.
   * Create Google email distribution and calendar groups.
   * Support Global Protect for VPN access.
   * Provide Printer connection and issues support.

* ShoreTel VoIP deployment and management.
* Andriod and iPhone configuration to receive company email and calendars.
* Use HangOuts for instant messaging.

Consulting for Mindlance at Adobe Systems   **April 2016 – July 2016**
San Jose, CA

Tech Café IT Desktop Support

* One of five team members providing café style technical support to 3000 plus local users
  with a 60% Windows and 40% Mac on a SCCM and Casper/Jamf imaging environment.
* A team member providing "IT-Related" New Hire Orientation to employees and Interns.
* Troubleshoot, and resolve walk-ups, emails, Remedy incidents pertaining to Mac,
  Windows.
* Symantec Encryption, Soft and RSA Token.
* Support mobile devices with AirWatch for Androids and MDM for iPhones.
* Cisco VoIP, Secure Print, Cisco VPN Client, Adobe Creative
  Cloud, Adobe Echo Sign.
* Managed and provided tech support and inventory procurement of the Tech Cafe Computer
  lab and kiosk for employees on the network.
* VMware and VM Fusion to image Windows OS on to a Mac computer.
* Investigate Wi-Fi, user application and Office 365 issues; identifying problem source(s);
  determining or implementing possible solutions. Adobe Creative Cloud and WebEx Video
  Conferencing. Install and troubleshoot Symantec VIP and Okta (mobile) credential SW.
* Create Remedy ticket per user incident or service request.

Consulting for TAOS at Jazz Pharmaceuticals   **September 2015 – March 2016**
Palo Alto, CA

Desktop Support

* Provide Support to 361 plus local and International users with a 100% Windows and 40%
  iPad environment.
* Our local Desktop Support team of 3 supports our remote Helpdesk in Boise, Idaho.
  Resolve incident and service request that they are unable to resolve.
* Respond, troubleshoot and resolve incoming calls, walk-ups and emails pertaining to
  MacBooks, iPads and Windows XP, 7, 10.
* Support mobile devices with AirWatch for Androids and MDM for iPhones..
* Investigate user application issues; identifying problem source(s); determining or
  implementing possible solutions.
* VMware and VM Fusion to image Windows OS on to a Mac computer.
* Provide Canon copier, Brother and HP printer connectivity and issue resolution support.
* Manage AT@T and Verizon websites for activating SIM cards with devices.

ZOLL   **October 2012 – September 2015**
San Jose, CA

IT Desktop Engineer

* Support 298 plus local and International (combined)users with a 90% Windows and 10%
* Primary point of contact as Desktop Support representative. Respond, troubleshoot and
  resolve incoming calls, walk-ups and emails pertaining to Mac, Windows, iPads or mobile
  device related incidents or services. Provide VPN (global protect), Wireless, LAN and remote
  desktop support (RDP) to both domestic and international employees for MS Office 2010,
  2011 on Mac, iPads, Windows XP, 7 computers.
* Use Active Directory (APPTIX) and Exchange server to assist in provisioning\de-provisioning
  new user and email accounts. Image, configure and deploy new hire computers. Install and
  configure Shortel IP phones for new hires.
* Managed and provided tech support and inventory procurement of the Human Resources
  Computer lab and kiosk for employees in the lunchroom cafeteria area on the network.
* Co-created an IT computer and equipment policy to cut cost and standardize usage. Co-
  created an Incident management policy to address the increasing walk-ups and emails and
  phone calls for non-urgent user requests. Policy resolved user expectations and created a
  Service Level Agreement that was approved by Executive Management.

Palo Alto Networks   **September 2012 – July 2013**
Santa Clara, CA

Desktop Support and Helpdesk

* Respond and resolve in person or by incoming calls and emails using Service Now to
  manage incidents. Provide VPN (global protect), Wireless, LAN and remote desktop
  support (RDP)to both domestic and international employees for MS Office 2010, 2011 on
  Mac and Windows 7 and XP laptops and desktop computers.
* Use Active Directory and Exchange server to create new user and email accounts. Ghost
  imaged, configure and provision new hire computers. Cisco VoIP, iPhone and Android
  mobile devices support. Sharp copier and HP printer network support.
* Altiris client to deploy Mac and Windows images, for asset and software management.

Wipro for Cisco Systems (consultant)   **July 2012 – September 2012**
Santa Clara, CA

Senior Systems Engineer

* Contracted at Cisco for Wipro in a telecommunications support role as a member of the Operations Command Center (OCC) from TDM based private branch exchange (PBX) switches to an IP telephony network to improve reliability by adding backup capability.
* Used ITIL methodology for IT Service Management to identify, plan, deliver and support Information Technology services to its business customers.

Volt Technical Resources (consultant)   **January 2012 – April 2012**
Orange, CA

Desktop Support and Helpdesk Technician

* Respond and resolved incoming calls and emails using Altiris to manage service tickets. Provided local and remote service desk and desktop support to both corporate employees and external consultants
* Install, configure and troubleshoot end-user issues based on the Service Level Agreements (SLA).
* Use NetMeeting, Altiris, and Active Directory Native Tools, to manage local and wireless support (VPN Client) of all Apple, Windows XP and Win 7 workstations, notebooks; Cannon and HP printers on the Volt Network.
* Active Directory and Exchange user account modifications.
* Deployed and de-provisioned computer equipment for employees and consultants.

Saint Jude Medical (internal transfer/promotion)   **May 2008 – November 2011**
Sylmar, CA

Desktop Support Analyst and Service Desk Technician

* Provide remote and local desktop support to employees and consultants. Respond and resolved incoming calls and email using Remedy 7 to manage service tickets.
* Install, configure, monitor, and troubleshoot end-user workstations, laptops and related hardware and software in order to meet Service Level Agreements (SLA).
* Use Dame Ware, Active Directory Native Tools, LANDesk and Marimba to manage local and wireless support (VPN Client and Net Motion) of all Apple, Windows XP and Win 7 workstations, notebooks; Cannon and HP printers on the SJM Network.
* Perform hands-on installations and fixes including installing and upgrading software, hardware, implementing file backups, and configuring systems and applications.
* Manage the deployment of computer equipment for new hire provisioned and de-provisioned employees.

Saint Jude Medical   **July 2006 – April 2008**
St. Paul, MN

Service Desk Technician

* Provide remote desktop support to both corporate and International Division employees. Respond and resolved incoming calls and email using Remedy 7 to manage service tickets.
* Remotely Installed, configured, monitored, and troubleshoot users and external consultants local Ethernet, wireless hardware and software issues. Troubleshoot hardware and software issues related to Windows XP, Microsoft Office, Outlook, and other desktop applications to optimize their TCP/IP interface on the network with desktop computers, laptops, and printers. Managed Active Directory and Exchange accounts.
* Installed software and configured the operating system and applications.