

LUIS BATISTA

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SUMMARY

- Experienced technology professional with meticulous skills, the ability to work as a team player and is committed to providing excellent customer service
- A creative, proactive professional whose objectives are to obtain a challenging position, assume increased responsibility, broaden contributions and ultimately advance within Information Technology
- Key strengths include a proactive approach, attention to detail, ability to learn quickly and train others

TECHNICAL SKILLS

Operating Systems Microsoft Windows XP, Windows 7,8,10 / Server
Hardware Installations and setups of computer hardware devices, Desktop Units, RAM, Motherboards, File Servers Hubs, Bridges and Routers
Services DNS, DHCP, RIS, WINS
Software Microsoft Office 2010-2012, W7-W8 BMC Remedy, Microsoft Exchange, NetMeeting, SCCM.Dmware,Vmware,Bomgar,Logmeln,Amadues,Sabre

HANDS-ON TRAINING

- Assembly/Disassembly of PC computer systems
- Installation of Computer Hardware and Peripherals
- Network cabling and administration
- Installation, Configuration & Administration of Microsoft Windows XP Professional, Windows 7,8 and 10
- Installation of Operating System such as Windows xp,7, and Server
- Installation, Configuration & Administration of Microsoft Windows 2003-2008 Server
- Implementation and Administration of a Microsoft Window:

EXPERIENCE

August-Present **Fareportal(CheapOair)** **New York, NY**

Bilingual Desktop Engineer

Bilingual Desktop Engineer, supporting multiple sites around the world, Unite States, Mexico(Latin America) and India on a date to date activities, troubleshooting Amadeus,Sabre, Cisco agent Finesse, Active Directory accounts reset, desable and creation, Winscp install, Microsoft suite, cableling and patching, imaging new computers, PC's laptops, assigning new PC's for all different programs, VOIP phone systems setup and installation.

Maintain a working knowledge of internal client specific applications supporting main call center for numerous Countries and States.

June 2015-August 2016 **Jewish Board and Children;s Service** **New York, NY**

Associate Desktop Engineer.

General desktop support, Supporting multiple sites daily, Brooklyn, Bronx, Long Island and Queens as well as Headquarter in NYC,assisting and troubleshooting with IMA installation, peripherals installation, Active Directory Account reset, enable,disable, packaee delivery and, Avatar, Winscp install, microsoft suite, cableling and patching, imaging new computers, PC's laptops, cutover on different sites in order to me deadlines for different departments removing old PC's and asiging new PC's for all different programs, VOIP phone systems setup and installation.

Maintain a working knowledge of internal client specific applications and architectures exposing vulnerabilities and/or improvements and recommending solution.

June- June 2015 Short Project **Acorda** **Ardasley NY**

Sr. Desktop Support.

Daily desktop support, troubleshooting medical applications as well as new hires setup, office suite installation and troubleshoot, AV systems setup for video conferencing.

2015 January-June 2015 **Insight Global** **Jersey City, NJ**

Desktop Support, Win 7 Rollout.

SCCM 2012 Package Source, install and Support Lotus Note, VPN, Citrix, Microsoft Office, Outlook. Mobile Device Blackberry, Smart Phones, Tablets. BI Query systems, Analyst web base, Siebel(Houston). Active Directory, Accounts, Profiles add and remove, grant access. Desktop Support, New Hires setup, installation of peripherals, Phone System VOIP, data retention

process via ghost imaging and backup system, Break Fix, Daily follow up on request by End Users, PC backup and Imaging process, coordinate with Help Desk to ensure accurate and proactive service is provided. Troubleshoot wide and Local Area Networks including workstation access, applications software and functional server support, using knowledge of network operating systems or notifying the appropriate support organization Perform follow-up and escalation on outstanding problems.

2014-2014

Intrepid Museum

New York, NY

IT Tech Support

Desktop Support/Help Desk, A/V install, VOIP phone system PC Deployment, imaging and profile setup, peripherals installation and troubleshooting devices, iPhone, black berry's, PC's and MAC's

2014-2014

Par Pharmaceutical

Wood Cliff Lake, NJ

Desktop Support

General desktop support, troubleshoot, break fix, SCCM, phones setup shoretel system (VOIP) PC deployment, peripherals installation.

2014-2014

Desktop Support

Allied Building Products

East Rutherford, NJ

Windows 7 rollout Migration, general desktop support, troubleshoot, break fix users setup support, pc deployment. Windows SCCM

2013-2014

Freelance

Paterson, NJ

El Provocon Restaurant, El Mexicano Restaurant.

PC Rollout, maintain and updates, Viruses removal, weekly maintenance for micro system, Operating System upgrades

2010-2012

KPMG LLP

Montvale, NJ

HR Data Base/ IT

- Assist with email and fax responsibilities associated with Document Management
- Participate in business process analysis and design/redesign activities
- Maintain and report on weekly Imaging processing data
- Facilitate and initiate Imaging process improvements
- Provide ongoing feedback to Document Management Manager on processes and team issues
- Manage resolution of complex and/or high priority Imaging issues
- Adhere to KPMG Code of Ethics
- Follow all KPMG risk management policies and procedures

2002 – 2009

KPMG LLP

New York, NY

Senior IT Technician

- Member of the New York office second-level Desktop Support team responsible for support of 3200 domestic clients in Executive Office, Audit, Advisory, Tax, and Client Service Support.
- Analyzed and resolved wide and local area network, workstation hardware, software and security access issues and performed client follow-up and escalation on outstanding problems
- Processed Off-Boarding/Exiting clients hardware, including quarantining hard drives for KPMG's data preservation initiative, drive wiping and secure disposal.
- Project resource for technical support during Campus On-boarding sessions and ongoing On-boarding sessions throughout the year for over 700 new hires since July, 2008
- Adhered to established service level agreements, through proactive monitoring and ongoing trend analysis
- Test and deliver patches, product releases and other firm-supported upgrades and enhancements
- Identify problematic trends consistent with the infrastructure environments and provide thorough analysis and resolution

EDUCATION

2007 – 2009

Lincoln Technical Institute

Paramus, New Jersey

Graduate: Network Communication and Information Systems

LANGUAGES

Fluent in English and Spanish

REFERENCES

Furnished upon request