

Cesar DeSir

SUMMARY

- 16+ years' experience in IT providing Technical/Desktop Support
- Over 5 years of experience performing computer migrations. Completed a Windows XP to Windows 7 rollout for 10,000 + users.
- Experience with IP configurations on Network printers and troubleshooting VPN, install and troubleshoot POS systems, including IP security cameras.
- Utilized Active Directory to add users, change passwords and migrating profiles, changing OU, deleting PC and adding.

EDUCATION

- BROWARD COMM. COLLEGE, Hollywood, FL, Major: Information Systems Analysis
- NEW HORIZONS, Trumbull, CT, A+, SQL, VBA, MYSQL, TSQL,
- SEMINOLE STATE COLLEGE, Major: Information Technology
- SOUTHERN NEW HAMPHIRE UNIVERSITY, BS Management Information Systems, In Progress

PROFESSIONAL EXPERIENCE

June 2016 – October 2016

Senior Technical Support Specialist

Intellifuel

- Assist customers to install and troubleshoot communications with Intellifuel equipment.
- Provide telephone and e-mail support throughout the day.
- Remotely access computers at customer sites for troubleshooting purposes
- Troubleshoot and configure Intellifuel Linux based devices at customer sites or via SSH AUTH or RDP
- Troubleshoot and advise customer on basic site network infrastructure
- Troubleshoot and advise customer on software-related issues
- Assist in troubleshooting 3rd party customer site equipment
- Provide consultation for hardware setup and best-practice guidelines
- Effectively manage and track support cases, adhering to the company standard
- Proactively follow up with open cases on a regular basis, updating customers as needed

May 2015 – April 2016

Sr. Lead Field Technician / Project Coordinator

Alstom GE / Dell/ Abbtech

- Win 7 migration experiences with software compatibility issues and resolutions.
- Use Active Directory to resolve issues with naming convention and IP conflicts PCs from XP to Win 7 containers

- Excellent management skills with an emphasis on creating and maintaining good working relationships. Reliable, honest, and inventive with a perpetually optimistic personality. I apply my experience with common sense in decision making processes and possess the ability to easily adapt to changes.
- Supervise 3 Lead technicians and 15 support technicians, submit reports daily to PM, plan, coordinate, initiate and executed different aspect of migration phases according to customers' needs and specifications.

October 2014 – March 2015**Engagement Manager Cloud Services/ Support Analyst****Ellucian (Contract)**

- Engagement Manager Cloud Services/ Support Analyst
- Providing management oversight and support of Cloud services to the customer in a professional manner by establishing account communication, governance, and expectations that create positive customer satisfaction
- Collaborate with Transition Managers to help drive consistent processes
- Act as the escalation path through the Cloud Services organization on delivery issues
- Providing client reporting using SharePoint 10, Tableau and Excel either directly to the client or through other internal partners or process.
- Providing effective triage of technical issues and routing to appropriate departments for quick resolutions.

July 2014 – August 2014**Field Technical****ORANGE COUNTY BOARD OF ELECTIONS (Contract)**

- Troubleshoot, support and maintain IT systems and applications at all assigned locations. This includes but is not limited to PC hardware, Voting machines and Tablets. Apply OS patches and upgrades.
- Supported Voting Equipment's and tested each one for connectivity and accuracy at local precincts.
- Check the phone lines and tested the air cards, WIFI and Broadband on tablets at each precincts.
- Travelled to precincts to troubleshoot and fix problems during pre- election. Monitored and setup the equipment for Election Day.

July 2013 – February 2014**Sr. Field Support Technician****Westgate Resorts (Contract)**

- Win 7 migration experiences with software compatibility issues and resolutions.
- Ability to troubleshoot, support and maintain IT systems and applications at all assigned locations. This includes but is not limited to PC hardware, and laptops. Apply OS patches and upgrades on a regular basis, Antivirus and firewall.

- Use Active Directory for Password reset, update user's permissions, migrate users and PCs from XP to Win 7 containers
- Consult with tier III Help Desk Specialists to resolve more difficult, time consuming issues.
- Wall mounted touch screen kiosks, Kronos clocks, VPN and ISP WAN devices, Ethernet cabling, Wireless systems, printers/copiers, OpenOffice, virus protection, RDP terminal services, MS Outlook, O S – Win XP, 7, NT, 2013, OSX Microsoft Office suites – 2003/2007/2010MS Exchange

January 2013 – July 2013**Field Support Technician****Florida Health Care Plan**

- Win 7 migration experiences with software compatibility issues and resolutions. Various types of PC hardware such as, Apple/Mac, Dell, HP, Lenovo and Toshiba Hard drives, Monitors, printers, scanners, card readers, thermal imaging, security camera and video equipment hardware and software installation. etc.
- Answer, evaluate, and prioritize incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer-related technologies. Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error. Logs and tracks calls using problem management database, and maintains history records and related problem documentation. Repair and recover from hardware or software failures

July 2012 – January 2013**Field Support Technician****State Farm**

- Win 7 migration experiences with software compatibility issues and resolutions.
- Use Active Directory for Password reset, update user's permissions, migrate users and PCs from XP to Win 7 containers
- Various types of PC hardware such as, Apple/Mac, Dell, HP, Lenovo and Toshiba Hard drives, Monitors, printers, scanners, card readers, thermal imaging, security camera and video equipment hardware and software installation

July 2011 – July 2012**Field Support Technician****Brighthouse**

- Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network
- Reviewed the network details and the overall arrangement of the client's house for proper installation.
- Used intelligent switches for cable installations involving two or more television sets.
- Installed and troubleshoot telecom and cable issues.



December 2007 – July 2011

Desktop Support Technician

IT Works

- Conducted troubleshooting on various computer hardware and network cabling/wireless issues related to home networking.
- Provided reference materials/consulting for Windows to advanced students.
- Proficient in installation, testing, repair and integration.
- Cabling, racking, and fiber tray construction