Michael Perez

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Summary:
Mr. Perez has Twelve (12+) years of experience in the IT industry. Mr. Perez possesses excellent technical as well as interpersonal skills. Advanced abilities in troubleshooting, upgrading, installing, maintaining and servicing Desktop, Laptop, Printer Hardware as well as multiple types of software, including Microsoft Office Suite, Lotus Notes, and IBM Lotus Same Time. He's been responsible for implementing, creating and maintaining images using Norton Ghost, MDT, SCCM and Also distributing Software via Novell Console One, Numera Asset Core, Altiris, and other software. Mr. Perez brings high energy to his job, displays a great work ethic and has the natural ability to relate to all levels of business personnel.

Fidelis Care New York   **End User Computing Engineer I**   **10/15 – Present**

- Creating, validating, and deploying new Windows 7, 8.1, & 10 Images.
- Microsoft Windows & 3rd party Application patching via BMC Client Management Console.
- Testing & Validation of all new Hardware and hardware bundles for purchase.
- Validation of all new Software requests new to the environment with Product testing, Security verification, Pre-Reqs and Config requirements.
- Created and managing Mac Management Solution utilizing Casper Suites.
- Airwatch MDM administration and account maintenance for Enterprise and BYOD.
- Configure and maintain WDM for Wyse Devices with Image maintenance and patch management.
- Encryption Standardization and McAfee EPO Administration.
- Symantec Endpoint Protection Administration.
- Working Closely with Unified Communications to upgrade our AV solution from Lifesize to Cisco.
- Automation of Software installation via Custom Installer and pushed via BMC Client Management tool and Software License remediation.
- Software Testing for Citrix Environment.
- Continuous Executive Level Support which includes All Board Members, C-Level Executives, and Senior Staff throughout the State.
- Building and Implementing Jamf Pro (formerly Casper Suites) as the Mac Management solution for the organization.

Fidelis Care New York   **Desktop Support Specialist II**   **03/14 – 10/15**

- ALL DSS1 Responsibilities
- Activating Verizon cell phones and iPhones for Executives and Senior Staff.
- Air Watch for iPhone administration.
- Primary Executive Level Support which includes All Board Members, C-Level Executives, and Senior Staff throughout the State.
- Assigning task, projects, and tickets to the Desktop Support Team in NYC and Albany.
- DHCP reservation and Print Queue Creation in Active Directory.
- Basic Lotus Notes Administration, which includes password resets, mail file creation, and ID generating.
- Inventory Reconciliation.
- Primary Verizon Wireless Business Account administrator for NYC
- Primary Marketing Event Support which including setting up any technical need at the event.

Fidelis Care New York   **Network/Telecom/Desktop Support Specialist**   **06/13 – 03/14**

- Creating Phone Extensions using Avaya Site Administration as well as configuring EC500 access for those that require it which includes Voicemail creation and CMS accounts for Call Centers.
- Creating Standard Operating Procedures for IT Processes for the team.
- BlackBerry Enterprise Server administration.
- Wireless account creations for company Wi-Fi.
- Hardware Break/fix on PCs and laptops.

- Provide remote assistance with LogMeIn Rescue, Numera Asset Core or Citrix Presentation Server console.
- Configure Citrix environment and support.
- Executive level Support.

The Bank of New York Mellon   IT Desktop Support Associate   11/09 – 05/13
- Team Lead and managerial back up which included assigning projects and tasks to team members.
- Worked with Desktop Deployment to coordinate Windows 7 and Office 2010 releases.
- Mac OSX (10.6-10.8) Support and encryption.
- Mobile device Specialist (Android, IOS, Windows phone) responsible for creating SOPs for each OS on their uses and troubleshooting steps.
- Configuring and installing Market data machines which include Bloomberg terminals & Routers terminal.
- Supporting Outlook 2010, Office 2003 – 2010 suites, & Lync messaging platform at various NYC locations.
- Install, configure, & maintain IBM Lotus Notes Versions 6.5, 8.02, and 8.5.1 as well as IBM Lotus Same Time business messaging clients.
- Creation of Print queues for Novell, UNIX and Windows Applications.
- Assign applications to users through Altiris with custom Pushit application.
- Reset User's passwords for Novell and Windows Active Directory Accounts.
- Maintained 100% Inventory of all devices assigned to MFA.
- Troubleshoot Blackberry email and hardware related issues.
- Create, Test, and Validated new images for Desktops and Laptops for Mutual Fund Accounting.
- Assisted users in different bank offices by remote control through Novell Console One, Dame Ware, or pcAnywhere.
- Executive Level support for Mutual Funds Accounting Business Unit and for other areas.
- Maintaining and updating Data Recovery and Business Continuity Planning (BCP) machines and equipment in Pleasantville, N.Y and Brooklyn, N.Y.
- Track and update trouble tickets through Remedy Action Request System 7.
- Diagnosed Problems with Business specific applications such as Invest One, Apollo, OLE, and Sungard Enterprise in other US locations and for external clients.

MTI Computer Services   Desktop Support/ Premium Support Technician   05/07 – 11/09
- Coordinate FOS project for Moves, Mass deployment, and other bank related projects.
- Monitor and resolve networking traffic and/or hardware issues.
- Responsible for the onsite diagnostics and/or repair of printers including HP, Dell, Xerox, and Lexmark.
- Perform reimaging of Windows 2000/XP machines according to bank/department specified image.
- Repair and/or replace hardware on desktops and laptops including Compaq, Dell, and IBM ThinkPad machines.
- Troubleshoot various apps including Microsoft Office Suite 2000-2003 as well as various bank proprietary applications.
- Verify proper installation and configuration of Novell Client for Windows 4.91 and ZENworks 6.5 Client in order for users to log on successfully and be able to push down apps to workstations.
- Track and update trouble tickets through Remedy Action Request System 7.
- Update Symantec Antivirus to latest definition files which may include reinstallation at times.

4G Data Systems   Desktop Support Technician/Field Service Technician   05/06 – 04/07
- Provided onsite support for hardware break/fix with regard to HP, Dell, Xerox, Lexmark printers and PCs at Citigroup locations.
- Responsible for the training, orientation, and initial supervision of new hire Asset Disposal Employees with regards to Citigroup policies, regulations and proper procedures which included the removal of assets.
- Requested, Logged, and Escalated issues/tickets through the Virtual Request ticket tracking system for the removal of equipment.
- Utilized Symantec Ghost for the quick and efficient installation of Windows operating systems and vendor specified applications.

- Installed software for the proper operation of printers including drivers on PCs and upgrading the firmware.
- Diagnosed and repaired printers, copiers, & fax machines with a wide range of problems.
- Provided Backup Support for Xerox Field Technicians when service requests were high.

Apex Technical Information   **Field Service Contract Technician**   **11/04 – 04/06**

- Provided onsite and field hardware break/fix support for various clients of Unisys.
- Troubleshoot and repair Dell laptops and CPUs
  Perform projects for various Clients, which included IMAC, Re-imaging multiple machine, and Asset removal.
- Refreshed forty-five (45) IBM PC's with Dell GX270, GX280, D600 & X300 computers running Windows XP
- Assisted higher-level technical personnel in identification and follow-up necessary for the solution of more complex problems
- Provided help desk support for end-users, instructed users in new or upgraded procedures, and troubleshoot desktop, laptop and printer issues on site

Education:
High School Diploma – Argus Community (2002)
Bachelor of Science in Information Technology – University of Phoenix (In Progress)

Certifications:
CompTIA: A+, Network+, **Microsoft:** MCP, MCDST, MCITP, **Hewlett Packard:** HP APS, **Xerox:** 31 Different Xerox Printer Certifications, **Dell:** Desktop & Notebook Certified

Accomplishments:
Fidelis Care: 2x Bronze Award Recipient
BNYMellon: 6x Extra Mile Recipient