

Derrick Filas

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DeskTop Support Engineer

HardWare : *Desktop* – Dell, Mac & HP - *TouchScreen Desktop* – Lenovo, Mimo & Dell - *Laptop* – MacBook, PowerBook, HP, Dell & Gateway – *Tablets* – Ipad Mini, Samsung Galaxy, Lenovo, & Google Nexus - *Cell Phones* – Samsung Galaxy S4 / Note / Pro, LG, & HTC - *Printers* - HP (inkjet & laserjet), Canon inkjet & Epson - *Monitors* – Dell, Mimo, Acer, Hewlett-Packard & Lenovo - *Projectors* – Epson PowerLite & other Epson Projectors - SSD Testing - Motorola RS507 Ring Imager Scanner - Honeywell 70E-LG0-Mobile Computer

Data Center : - Assemble Cabinets – Put in Racking Systems – Worked with Sliding Rails – Put in Servers – Cable Management – Relocate Servers

OS – Win7 & 8, Vista, XP, NT, 2012 Server, Mac OS X 10.5 Leopard – 10.9 Mavericks, Android 4.0 Ice Cream Sandwich – 4.4 KitKat - Ios 7/8/9 , LINUX (Mint & Ubuntu & Some Fedora) – Chrome OS

Android – *TroubleShoot* – Internet Connectivity (WiFi, Tethering, & Mobile HotSpot), Install & Remove Apps – *Clean-Up Phones* (Delete .cache, .thumbnails, Duplicate Files or Photos, Delete/Disable Unnecessary Apps, scan for viruses & Malware) - *Educate Users* (Different Apps, Email, Texting, taking pictures, S/W Updates for Apps/OS, etc.) - Replacing Cracked Screens

Scripting – Knowledge of Scripting (Learning Python), Basic Knowledge of C++

Software - MSDos, Terminal (Mac/Linux), Adobe (Illustrator, Photoshop), GIMP, FileZilla (FTP), TeamViewer, Microsoft Office 365, Remedy, Telnet, Mozilla, FireFox, Internet Explorer, Lotus Notes, *Google Apps* – Docs, Hangouts, Chrome, Drive), Box, LibreOffice Writer, LDAP, Active Directory

Call Center - Answered 50+ Calls a day, Multi-tasked calls with Multiple Tools, Monitored Calls & Took Escalated Calls, & Reviewed Tickets from Ticketing Systems (Remedy & Lotus Notes)

Desktop Support /HelpDesk – H/W Upgrades, Migrations, Install/TroubleShoot Office 365, Ghosting Machines, User Support, Install Programs, Troubleshoot PDA's (Android / I-Phone / PC), & AVG 20-30 Tickets (Remedy) Per Day

Extra - Type 45+ wpm, 10 Key 6,000 + kpm, Excellent Troubleshooting Skills, Helped in modifying Knowledgebase for Excite@Home & Added Users to Secure ID Tokens

Work Experience :

Dasher – Contactor – Campbell, CA

Jan '17 – Feb '17

Desktop Support Engineer

Assisted with Server Room (Install Racking Systems, Cable Mgmt) – Build Custom Servers to Customers Specs (Fans, NICs, Ram, CPU Processors, HardDrives, Cabling, Switches, PowerSupply, etc...) - Test Servers – Customer Service

Spears Manufacturing – Contractor – Stockton, CA

Nov '15 – Jan '17

DeskTop Support Engineer

DeskTop Migration (Win 7/8 to Win10) – Install S/W – Troubleshoot Desktop Problems (Email, S/W/H/W, etc.) - Install/TroubleShoot Office 365 - Tech Support via Phone, Email, Remote, or DeskSide – H/W Upgrades (NICs, Memory, HDs, Fans) – Basic Knowledge of C++ and Python - update and troubleshoot Remedy tickets (ticketing system) – Assisted with Server Room (Install Racking Systems, Cable Mgmt) – Assist Building Custom Servers - POS System - Motorola RS507 Ring Imager Scanner - Honeywell 70E-LG0-C111SE2 Rugged Mobile Computer

John Muir Medical Center - Contractor – Walnut Creek, CA

Sept '15 – Oct '15

DeskTop Support Engineer

- desktop migration Win XP to Win 7 – supported Mac OS X - desktop support (configuring settings, adding printers, and managing S/W) – cable management – installing NIC or WiFi card, adding Ram, Customer Service, and Editing Remedy Tickets

Dasher – Contractor - Campbell, CA

Jan '15 – Sept '15

DeskTop Support Engineer

- connect hard drives to carrier - disconnect/reconnect PC workstation and peripherals (mouse, keyboard, webcam, laptop dock, etc. of a large variety of computers) - rack and stack servers, install rail kits and monitor arms - Upgrade Systems – Install O/S (Ubuntu, Fedora, Mint /Win/Mac OS X) Ram, HDs - Cable management skills – supported Ubuntu, Fedora, Mint /Win/Mac OS X - SSD Testing - Assist Building Custom Servers

Mathematical Sciences Research Inst.- Contractor - Berkeley, CA *Dec '15 - Jan'15*

DeskTop Support Engineer

- DeskTop Deployment OS Linux Ubuntu- Troubleshoot H/W, S/, and Networking Issues - Inventory Asset Control – supported Win XP / 7, Ubuntu, Mac OS X

Dominion - Contractor - SF, CA

Nov '13 – May '15

IT Field Tech

- Support Printers, PCs, and Voting Equipment – Support O/S Linux/ Win7/Mac OsX

Levi's - Contractor - SF, CA.

Nov '14 - Apr '15

Support Engineer / Move Tech

- Install Servers including Racking System & Wire Management - Tech Support via phone, email, and remotely - Troubleshoot Printers, PC Laptops, and Voting Equipment – supported Win XP/7 Mac OS X – Migration Win XP to Win 7

Google – Contractor - Mountain View, CA

Aug '14 - Oct '14

EMT (Elect Maint Tech)

- Tech support via phone, email and remotely & desktide - Repair and preventive maintenance - User support and troubleshooting - Troubleshoot Mac OS X/Win 7/Linux Ubuntu - Inventory and asset management - Support desktops - tablets - printers and other peripherals - phones and related systems - and a wide range of video conferencing equip - Manage the opening and closing of IT service tickets

Stroub Const - Contractor - SF Bay Area, CA

Nov '13 - July '14

Network Cable Technician Assistant

- Pull Network Cabling (Cat5e/Cat6) through walls to the network drop to the Face Plate that I mounted - Use a variety of tools and equipment such as power construction equipment, measuring devices, power tools, and testing equipment including test lamps, Digital Clamp-On-Ammeter, and Digital MultiMeter - Lite-Demo and modifications to remodels for Computer Network Systems

Sunburst Solar - Seasonal - SF Bay Area, CA

May '13 - Oct '13

Solar Installer

* non-related / solar panel installation *

FreeLance IT - Self-Employment - Bay Area/Central Valley, CA

July '10- Apr '13

Desktop Support / IT Tech Engineer

- Tech Support via phone/email/remotely/& DeskSide - Troubleshoot Android Phones and Tablets & iPads/iPad Minis - Troubleshoot Mac OS X/Win XP-7/Linux Ubuntu-Mint & Network Issues, H/W, S/W & Email - Manage Active Directory (create new users/QuickBooks Desktop - PC & MAC Deployments, and SetUp LAN Networks - Assist in Web Hosting (DNS/DNSLookup/SMTP/MX records/html) + Telnet

Armor Struwx - Contractor - Lodi, CA

Mar '10 - June '10

Ply-Cut / Warehouse * non-related / Warehouse & cutting Kevlar material

SFO Snow – Part-Time – San Francisco, CA

Oct '09 - Feb '10

Desktop Support / Web Developer

- Desktop Support - Tech Support - Retail Sales - Update Ecommerce Website - Adobe Illustrator and PhotoShop - Troubleshoot Mac/Win/Linux

Kaiser Permanente - Contractor - Oakland, CA

June '09 – Sept '09

DeskTop Support

- Tech Phone Support via Phone/Email/Remote/ & Hands-On – Troubleshoot Computer & IT Network Issues (H/W & S/W) - PC & MAC Deploys & Mapping Printers & Drives

Belin Print Shop – Part-Time - Belen, NM

Mar '09 - May '09

*Prod Manager * Not Relevant to Position* - Managed 5 people in screen print dept*

FTC Skate – Part-Time – San Francisco, CA

Oct '07 - Feb '09

Desktop Support / Web Develop

- Update Ecommerce Website - AI and PhotoShop - Tech Support - Retail Sales - Troubleshoot Mac/Win/Linux

Kaiser Permanente - Contractor - Oakland, CA

June '07 – Oct '07

DeskTop Support

- Tech Phone Support, and PC & Mac Deploys - Troubleshoot Computer & IT Network Issues (H/W & S/W) - Map Printers & Drives, & Troubleshoot PDA's - Update Kb

GAP Inc - Contractor - San Bruno, CA

Feb '07 – June '07

IT Security

- Tech Phone Support via Phone / Email / Hands-On – Troubleshoot IT Network Issues (H/W & S/W) - Help Assist & Maintain a Safe Network / check DHCP, DNS, Static IP & MAC Address - Managed AD - Created VPN Accounts & Secure ID Tokens

Supreme Tech. - Full-Time - San Francisco, CA

July '02 - Jan '07

HelpDesk/DeskTop Support

- Desktop Support for 12-15 Computers and LAN Configurations for MAC & PC machines and installed NICs - Supported asst programs & Maintained a Safe Network, checking DHCP, DNS, Static IP, and - MAC Address - Personalized computers for end users installed S/W - setup - Troubleshoot Win XP and 2000 and Mac OS X

Excite@Home/@Work -Full-Time – Redwood City, CA

Aug '99 - June '02

HelpDesk/Tier 2 Tech

- Tech Phone Support and troubleshoot Mac/Win - Cable ISP - troubleshooting email, web support & connectivity - Position similar to "Best Internet /VERIO" where there was less UNIX

and more Win web hosting - Maintained a Safe Network Setting - checking DHCP, DNS, Static IP & MAC Address - Workflow was organized through a robust ticketing system "Remedy" and was responsible for multiple queues and unresolved tickets - Updated Kb

Best Internet/VERIO - Full-Time – *San Ramon, CA*

May '98 - Aug '99

HelpDesk / Tier 2 Tech Support

- Provisioning email and web accounts on the UNIX/Win Servers - Basic TCP/IP Configurations, SMTP, POP, DNS, DHCP, Static IP, MAC Address and Domain Registrations - Primary Servers ran LINUX and hosted all admin scripts for adding & removing email accounts
- Updated Kb - Troubleshoot Mac/Win/Linux

Education:

- Lodi High School - Lodi, CA
- San Joaquin Delta College - Stockton, CA
- Computer Learning Center - San Francisco, CA
- CCSF – San Francisco, CA