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Certifications

Help Desk / Desktop Analyst / Desktop Support / IT Provisioning
SF86 and DoD (Security Clearance Certifications for Lockheed Martin/Dobbins AFB)
HDI-SCTL (Help Desk Support Center Team Lead)
ACMT (Apple Certified Macintosh Technician)
ACSP (Apple Certified Support Professional)
Accounts 5+ Years of providing support for any technical issues
DCSE (Dell Systems Certified Expert)
A+ Certified
Americorps

Core Strengths

- Strong background in Windows 7/8/10 and deployment
- McAfee firewall
- Strong dexterity to learn any new technology
- Excellent technical knowledge of PC internal components
- Excellent knowledge of various types of desktop & network printers
- Knowledge of virtual machines
- Excellent customer interaction skills
- Smartphone configuration/setup (iPhone, Android, Blackberry , and etc.)
- Knowledge of ghosting and PC transplant
- Ability to create and update tickets
- Very organized
- Hands-on hardware/software troubleshooting experience
- Web Browser support (IE, Opera, Firefox, Firefox 2, Waterfox, Chrome, Safari, Edge, Brave, Avant, and etc.)
- Extensive experience with Active Directory
- Able to read and understand technical manuals, procedural documentation, and OEM guides
- VPN Support experience
- Strong background in Wireless, Windows and Apple desktop, Backups, OS installs
- Group Policy
- Cloud Services (Office 365, data storage, MS SharePoint, and etc.)
- Knowledge of network patch panels
- Used Remote Desktop Support/Net meeting to connect to remote users
- Exchange Server support
- DHCP/DNS troubleshooting
- Experience with wireless access
- VM Ware
- Ability to conduct research into PC issues and products as required
- Experience with large user based volume and fast paced environment
- Effective interpersonal skills and relationship-building skills
- Strong written and oral communication skills
- Virus/Malware troubleshooting/removal
- Ability to present ideas in user-friendly language
- Strong customer-service orientation

Beachhead / SimplySecure, Altigen, ADP, Carbon Black, WebEx, Citrix XenApp, HP Connected, Escrow Live, Cloud Endpoint Backup, HP Autonomy, Intermedia, Jabber, Kaseya, Leadlander, PCM, ProComm, PCM, Ricoh, SafeNet, RSA, Salesforce, StalithAudit, SPLA, Adobe Photoshop Microsoft Excel, Adobe PageMaker, Chat clients/messengers, Microsoft Outlook, Novell, Microsoft Publisher, Microsoft Power Point, Corel Draw 9, Microsoft Word I,II, Microsoft Access, Remedy, Clarify, SAP, MP2, Audimator, LMS, First Boot AOTS/Remedy, Data Migration, MiFi, Bulk SMS, AT&T, Aerohive, Acronis, HP OVSD OpenView Service Desk ticketing system, Omnia, ONT, OLT, PO

Professional Experience

Nexidia

Senior Software Licensing & Distribution | Desktop Support Engineer

2/18/2013 to 5/23/2017

- Supported internal employees and high level executives
- Experience with malware and antivirus with McAfee Firewall and other software
- MSP that provided advanced technical support and diagnosing of any and all laptop, desktop, hardware, and software problems
- Provided Tier2/3 Support for local and remote users via Remote Desktop or Kaseya
- I was available 24x7 on-call situations using company provided cellphone for licensing support
- Project Management leadership – managed office expansions, relocations, closings, new business, applications and systems
- Provided advanced troubleshooting of any hardware/software related issues (laptop, desktop, routers, mobile devices, network, and etc.)
- Coordinated with other IT Departments, i.e. Network, Telecom, LAN Administration and Datacom for project implementations
- Implemented, configured, supported, and maintained all mobile iOS/Android company devices
- Provided customer/technical support for all technology users
- Configured, install, and maintain Windows Workstation software, PCs, MS-Office, MS-Outlook, and printers
- Enforced corporate security policy by planning and implementing security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure
- Analyzed information to determine, recommend, and plan layout for computers and peripheral equipment, or modifications to existing equipment and systems
- Reported and resolved software, hardware, and operations problems
- Maintained an inventory of all PCs, printers, software, licenses and related equipment in Tracker
- Maintained workstation operating systems patches, virus updates, efficiency, provided remote support for remote locations
- Performed application installation, user training and troubleshooting
- Recommend changes and purchases to replace or upgrade obsolete or inefficient equipment
- Maintained printers and copiers and coordinates any necessary service calls
- Installed and configure new workstations
- Facilitated the business' needs for ongoing technical support and upgrade protection on selected products by ensuring that maintenance, support and upgrade protection renewals are managed/handled/ordered in advance of their expiration
- Identified savings opportunities for renewals, software licensing, and services
- Managed contracts and relationships to maximize value creation and costs for software licensing, maintenance, and service offerings
- Collected information for budgeting, software compliance & inventory, contract summaries, and cost comparisons
- Enters and maintains information in a database format to address budgeting, software compliance & inventory, contracts, and cost

- Assists in the development of reporting to address management requirements to obtain information
- Communicated through email, individual interview, group meetings, and presentations to end users, management, developers, and vendors

IBM

Desktop Support

3/2012 to 2/2013

- Responded to requests from end users, managers, developers, and team members for specific IT Software Asset Management data information
- Analyzed, facilitate and organize information in order to elicit requirements, reconcile conflicts, and distinguish solution ideas from business needs
- Provided expert level knowledge and technical leadership on all software asset management and license management life cycle processes, including analyzing and redesigning the Software Asset Management (SAM) process as necessary to ensure compliant management of software licenses and entitlements
- Collaborated with system engineers, architects and administrators to advise on software usage rights and methodologies based on personal understanding of various systems' technical design and operation
- Performed functional tasks including but not limited to: maintaining master database of purchased licenses and relevant software contracts, handling end users licensing issues and coordinating software rationalization (Version control), retiring software packages if and as needed
- Utilized system administration tools such as SCCM or Express Metrix, to perform reconciliation of the software licenses (gather data, create software reconciliation reports, perform analysis, initiate true up activity)
- Managed active directory group membership to grant or revoke access to virtual software packages
- Work directly with software vendors technical support staff to resolve software key-related installation and operations issues
- Initiated and conduct internal audits to gather requirements and analyze results, identifying risks and compliance issues Initiated or recommend treatment and mitigation actions related to discovered risk
- Provided software utilization strategies to drive operational efficiencies and cost savings
- Provided accurate reporting to illustrate entitlement, deployment, and compliance information to upper management
- Provided expertise on the use of upgrade, downgrade paths, license pools and other strategies relative to desktop device configuration management
- Collaborated with the office of the chief technical officer on overall IT asset plan with regards to software costs, utilization, versioning, end of life and other asset plan particulars

Lockheed Martin/Dobbins Air Force Base

Desktop Support

12/2011 to 3/2012

- I was responsible for the deployment, availability, and integrity of Windows 7 physical/virtual desktop and laptop systems
- I was responsible for Printer systems and peripheral access from Windows 7
- I maintained hardware, software, OS imaging, image deployment, supplies ordering and fulfillment as related to projects
- I maintained and updated application packages for deployment
- I monitored Security and patch management desktop solutions and implementation
- Works closely with the Windows 7 Desktop Refresh Project Manager, vendors, test and pilot users
- Provide project coordination, including scheduling, task management, and tracking
- Daily management and maintenance tasks for desktop related technologies
- Troubleshoots, resolves, and documents desktop/laptop systems issues, including testing and issues tracking through resolution
- Work closely with the Senior Network and Systems Engineers on server, network, vLAN, and VoIP phone systems support as related to projects

- Worked well independently and in a team setting, and is expected to manage time effectively
- Responds to requests for assistance and information in a timely and detail-oriented manner

Artech/IBM

Team Lead

9/2010 to 11/2011

- Analyzed, logged, tracked and resolved software/hardware matters pertaining to network connectivity issues, printer, and other software applications
- Resolved any hardware or software problems for end user
- Imaged old and new machines
- Troubleshoot any hardware or software issues
- Managed inventory
- I updated and replaced PC hardware and software
- I assisted end users with data migration
- Received and respond to incoming calls, e-mails, and/or work order production system regarding desktop/laptop problems
- Maintained an inventory of all disposed monitors, keyboards, hard drives, modems, network cards, and other components and equipment via a disposal tracking system
- Accurately documented instances of desktop equipment or component failure, repair, installation, and removal
- Worked on projects with other departments that are affect desktop/laptops
- Ability to transfer users data to a replacement desktop/laptop
- Resolved any issues with Blackberries and SMS application delivery

Collabera/AT&T

Desktop Support/Provisioning Team

8/2009 to 9/2010

- Performed on-site analysis, diagnosis, and resolution of complex desktop/laptop problems for end-users, and recommend and implement corrective solutions
- Installed, configured, tested, maintained, monitored, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop/laptop service levels
- Assessed the need for and implement performance upgrades to PC boxes, including the installation of CPUs and hard disks, ribbon cables, hard drives, RAM, memory chips, CD-ROMs, and so on
- Collaborated with Network and Systems Administrator to ensure efficient operation of the desktop computing environment
- Where/When required, administered and resolved issues with associated end-user workstation networking software products

Earthlink

Tier III Technical Support

11/2007 to 7/2009

- Remote into the employees desktop to resolve an issue for them
- Reset LAN passwords after verification of the person while on the phone for security
- Dispatched issues to local desk side support if I could not log into the computer or if they didn't have admin rights to do what needed to be done
- Helped with Blackberry issues on the BES or if they would need an Enterprise Activation on the device
- Restored files that were deleted or moved on the servers

TSI/Dell

Team Lead/Project Manager

2/2005 to 10/2007

- Assisted and coordinated special projects involving workstation software installs and configurations
- Knowledge of computer hardware to include Dell and HP
- Analyzed, logged, tracked and resolved software/hardware matters pertaining to network connectivity issues, printer, and other software applications
- Performed troubleshooting to isolate and diagnose common system problems
- Installed, configured, troubleshoot hardware and software for desktop, laptops and other equipment
- Performed upgrades to operating systems
- Scheduled installations and upgrades and maintained them in accordance with established IT policies and procedures
- Familiar with Windows, Microsoft XP, Office 2007 and imaging, ghosting and backup procedures
- Ensured workstation data integrity by evaluating, implementing, and managing appropriate software and hardware solutions

Technically There Computers

Computer Technician

1/2002 to 2/2005

- Repaired computers
- Custom built computer/machines
- Managed and updated companies web site
- Monthly inventory
- Software installation
- Neatly organizing computer workstations
- Downloaded extra software to make computers run faster to help new customers

EDUCATION: GED Certification- March 2002: General Studies
Cherokee High School--August 1998-May 2000: General Studies