

**Kip Judkins**  
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**SUMMARY:**

- Expert in software configuration and troubleshooting for computer users.
- Skilled in Windows 7, 8.1, and 10 Microsoft Office 2007, 2013
- Proficient in SCCM 2007
- Knowledge in configuring and administering Symantec AntiVirus
- Strong knowledge of hardware and software configuration and troubleshooting of Dell desktop and laptop machines

**WORK EXPERIENCE:**

**AEG – Los Angeles, CA (Contracted through Insight Global) 4/17 to Present**

**Sr. Desktop Engineer**

- White glove technical support for C Level executives and their assistants
- Create new user accounts and mailboxes in Office 365 environment
- Work on day to day break fix for users in the L.A. area as well as across the country

**The Sports Authority - Englewood, CO**

**7/15 to 8/16**

**Engineer Release**

- Responsible for building scripts and installation/deployment procedures as well as the maintenance and support of the source code control and deployment system. Using BitBucket and SCCM
- Also responsible for deployments of patches, compiled code, scripts and database structural changes into test and production environments utilizing Bit Bucket and SCCM
- Provides oversight and enforcement of all Release, Change and Configuration management policies and procedures.
- Participates as a specialized knowledge resource in established processes.
- Will organize specialized and defined information for review.
- Tends to reference documented process and practices and learnings from previous experience to address challenges. May handle more common complex challenges but Escalates situations that have not been encountered previously.

**The Sports Authority – Englewood, CO**

**3/12 to 7/15**

**Engineer Desktop**

- Technical lead for the Windows 7 roll-out to Corporate, Field and Store workstations
- Develop and document detailed specifications for desktop environment changes and enhancements.
- Primary resource for implementations of desktop environment enhancements.
- Primary point of contact for all IT related issues for the Executives of the company
- Conduct analysis on all new issues and make recommendations for resolutions to appropriate IS group.
- Develop and document process and procedures and train level 1 support team for resolution of new issues.
- Provide timely resolution/responses to reported requests/issues.

**Hein and Associates, LLP**

**11/11 to 2/12**

**Desktop Support Supervisor**

- Provide day to day oversight of all support desk activities including management of ongoing projects and tasks.
- Manage support desk team members in Denver, Houston, and Dallas
- Assist with creating POs to procure more hardware or software for the environment
- Provide Level 2/3 hardware and software support to 300+ users in Denver, Dallas, Houston, Los Angeles
- Coordinate and provide telephone and live support in all Hein offices.
- Coordinate and provide hands-on support for professional staff at firm engagement sites
- Staff and train team of technical support specialists for PC support, helpdesk support and/or network and training support initiatives.
- Train IT and professional staff in proper product use.
- Document incidents in call-tracking system.
- Document trouble-shooting procedures and solutions to be used by fellow service desk technicians.
- Participate in special projects such as equipment moves and network maintenance.

**Department of Interior – Lakewood, CO Contracted through NuAxis**

**05/09 to 11/11**

## **Desktop Support Supervisor**

- Manage the Desktop team's day to day activities
- Manage the Desktop team members in Denver, Boise, Anchorage, and Washington DC area
- Write and discuss performance reviews for all direct reports in Denver
- Hire and train all Desktop team members in Denver, Boise, and Anchorage offices
- Manage projects from inception to completion
- Provide technical expertise to management
- Make sure team meets customer SLAs for requests
- Recommend and implement a process for workstation life cycle refreshes

## **Chrysler Financial - Greenwood Village, CO (through RSB Systems, Inc)**

**01/09 to 05/09**

### **Sr. IT Analyst**

- Provide onsite technical support for office and field staff
- Maintain day to day operations of IS Department
- Develop and maintain Policies for the IS Department
- Maintain Inventory for all hardware on site

## **Denver Phone Company - Wheat Ridge, CO**

**05/08 to 12/08**

### **Sr. IT Specialist**

- Provide umbrella IT coverage for a robust group of small business clients
- Manage the day to day IS environment of Denver Phone and all client locations
- Coordinate installs of new networks including setting up and configuring new Windows SBS 2003 machines, Watchguard Firewalls, and switches
- Create and maintain print servers
- Monitor servers at all client sites and work on Preventative Maintenance
- Create quotes and PO's for hardware and software requested by the client

## **Marin General Hospital - Greenbrae, CA Contracted through Apex Systems Inc.**

**07/07 to 02/08**

### **Desktop Support Specialist**

- Support multiple facilities
- Assist users with requests in tickets tracked through Remedy
- Perform maintenance on computers and peripherals
- Create new user accounts
- Provide face to face assistance to end user

## **Hospice of San Joaquin - Stockton, CA**

**10/06 to 07/07**

### **Systems Support Technician**

- Provide Tier 2 support for employees in person, over the phone, through email and act as the face of the IS department
- Create new user accounts
- Complete projects that continue to move the organization into the future
- Provide new hire and continual training on all software packages

**Previous work experience from 2001 - 2006 Available upon request**

## **EDUCATION:**

- University of Nevada Las Vegas - Las Vegas, NV
  - Bachelor of Science, Business Administration; emphasis in Management Information Systems