Qualification Highlights

- MS-DOS, Windows 9x, NT 4.0, Windows 2000/03/07 Professional/Advanced Server, Windows XP, Windows 7, Windows 8, Remedy ticketing system, Lotus Notes Setup,
- Windows Active Directory, Exchange Server, Symantec Ghost, Microsoft Office 2000/03/07/10 Professional, Microsoft Office, Microsoft Outlook, Adobe Acrobat, WinZip, Media Players, Symantec Norton Anti-Virus, Mc-afee anti-virus, Lotus Notes Setups, Altiris Ticketing systems
- Raid technologies, Server-grade equipment, VMware ESXI, Wireless Clients and Access points, Basic networking concepts (TCP/IP properties)
- Dell Components and parts, HP Components, docking stations, fans, and cables, any internal parts that needed replacing, Belkin parts, Cisco parts.
- Cabling/Cat5 (Telecomm/Data), Terminations (Patch/Client/Hub/Switch), Routers, Cable Management, Backbones, OSI and DOD fundamentals.
- Bilingual (English-Spanish) Fluent in both

PROFFESIONAL EXPERIENCE:

IBM-
Desktop Support Engineer
07/14-08/14 (Temporary Contract role)
- Provided on site computer e support for upwards of 300-500 users on Windows 7 based Operating Systems, including VPN connectivity, Printer issues, upgrading, implementation of software or hardware and overall troubleshooting.
- Provided assistance and troubleshooting in Microsoft Office, Outlook and Exchange.
- Repaired and upgraded computers based on my recommendations
- Documented each case via a ticket program as well as signed contracts

Becton Dickinson Biosciences-
Desktop Support Engineer/System Admin
03/13-11/13
- Worked in the I.T Dept. supporting Tier 1- 3 problems with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, setup IPhones and Blackberry's.
- Provided on site computer support for upwards of 300-500 users on Windows 7 based Operating Systems, including VPN connectivity, Printer issues, upgrading, and implementation of software or hardware and overall troubleshooting.
- Created and revised technical documentation and operating procedures as needed.
- Provided assistance and troubleshooting in Microsoft Office, Outlook and Exchange.
- Worked on a special nationwide project providing support for upwards of 1500 people.
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Document, maintain, upgrade or replace hardware and software systems.
- Maintain and update the Asset Tracking system and SMS 2003 databases when changes are   made to systems.
- Expertise hands in troubleshooting of Computer hardware related problems such like UPS, SMPS, Printer and Drivers.
- Managing and Maintaining the Servers, PC's, Routers and Switches.
- Maintenance of MS Exchange Environment
- Point of contact for it asset management and disposal, updating inventory, contacting vendors.
- Followed ITIL and SLA guidelines
- Setup new hire workstations, active directory policies and groups.
- Windows 7 SCCM migration project xp-win7

SkinIt, Inc.
Desktop/Jr Systems Admin
07/12- 03/13

- Assist NetOps with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, setup IPhones and Blackberry's and software.
- Work with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Document, maintain, upgrade or replace hardware and software systems.
- Basic administration of VMware ESX and vSphere 5
- Train employees on systems and assist with problem solving, as needed.
- Identify, analyze, and repair product failures. Order and replace parts as needed
- Determine and recommend which products or services best fit the user needs.
- Acknowledge, troubleshoot and resolve all assigned tickets.
- Administered Active directory , Switchvox VOIP Phone Systems
- Monitor data backup processes including the on-site and off-site rotation of tapes
- Followed ITIL and SLA policies, migration projects (xp-win7)

Ligand Pharmaceutical
Desktop Support (Migration Project)-
05/12-07/12

- Setup Workstations, Laptops, Server patch panels, and VoIP phones, as well as setup printers and any other I.T related item, assisted with migration of desktop/servers

Becton Dickinson Biosciences-
Desktop Support Engineer
05/11-10/11

- Provide daily operational support, in a Service Desk environment, of desktops, laptops,
- peripherals, Blackberries, and cell phones in a Windows XP/7 environment.
- Maintain journals/logs in Service Center for assigned work.
- Provide metrics reporting out of Service Center to the supervisor on a monthly basis.
- Provide reliable, accurate, and courteous desktop operations support, including resolving network, software, and hardware issues.
- Provide telephone coverage for Service Desk, assist users and perform trouble shooting.
- Perform maintenance on computer systems and configurations for new, upgrades, and replacement desktops and laptops, including hardware and software installations and configurations.
- Maintain and update the Asset Tracking system and SMS 2003 databases when changes are made to systems.
- Assist/educate in proper techniques for system operation to reduce Service Desk calls and improve customer satisfaction. Responsible to receive shipped packages from departments to purchase order number, date shipped, value of contents and how package was shipped
- Would Break/Fix laptops/Desktops and replace any damaged or faulty internal/external parts using Dell warranty.
- Was First point of contact when dealing with the vendors of faulty systems, warranty claims.

Self-Employed-
Freelance Desktop Support
06/09- 05/11

- Had multiple short term contract assignments for varying clients and acquitances providing overall computer support, including Mobile Phones, VPN, Printer, Desktops, Laptops.
- Provided Hardware and Software support, installation, migration and upgrading.

IBM
Desktop support Specialist

07/07 - 06/09
- Upgrade and Refurbish Servers and computers
- Ghost and configure servers and laptops
- Perform computer and server repairs
- Setup RAID drives and configurations
- Analyzed the list of damage objects and determine which needs repair and which does not need
- Would receive inventory and would label and separate accordingly to system, would update inventory spreadsheet, would speak to vendors to schedule pick up of any obsolete systems.
- Build and Reimage company laptops
- Reconfigure Lotus notes accounts
- Setup Standard programs per users request
- Would Break/fix laptops and desktops, order any parts that were faulty and was point of contact.
- Worked with IBM Lenovo parts and vendors to receive any parts, or to use their warranty.

Education
United Education Institute   Chula Vista, Ca
Computer Science Certification

Castle Park High School   Chula Vista, Ca