IS Support Analyst Senior

Troubleshooting • Communications • Customer Service

Summary

- Results-Driven and energetic professional with 13+years of solid work experience
- Experienced in responding, tracking, and following up to telephone, emails for customer assistance
- Strong skills in steering seamless helpdesk operations and efficient diagnostic skill set
- Demonstrated the ability to diagnose and fix problems of operating systems

IT Support Skills

- Windows XP, 7, 8
- System Upgrades
- System Recovery
- Printer Troubleshooting
- Virtual Desktop Infrastructure
- Lan/Wan

- Novell Netware 5 x
- Mobile Devices
- Wireless/ VPN
- Active Directory
- Software Installations
- Cisco Applications

Experience

Franciscan Missionaries of Our Lady Health System   **February 2008-March 2016**
Help Desk Analyst II; Baton Rouge, LA

- Provide phone support to customers covering a vast collection of hardware and software
- Use of MSTSC ,SMS and Bomgar for remote access to network workstations for troubleshooting
- Understanding of MS Active Directory and its use to provision and manage Users and Groups
- Highly skilled in responding to tickets generated by users in a timely manner
- Properly document and prioritize issues for ticket escalations
- Familiarity with multiple versions of Citrix clients and troubleshooting issues
- Created customer end user accounts for access to specific proprietary applications
- Assisted the organization with new employee training

BMC Solutions; Baton Rouge, LA (Contract Job)   **March 2007-June 2007**
PC Technician

- Unpack and setup new PCs for data migration
- Gather Legacy computers setup for data migration
- Connect Legacy computers to new computers

- Complete Data migration with Dell system tool
- Setup and configure users IP settings and desktop after data migration

Help Desk Technician; Baton Rouge, LA   **July 2006-January 2007**
Innovative Solutions SAIC (Contract Job)

- Created Excel Spreadsheets to Monitor Inventory
- Create and Document Instructions for Imaging Lapops
- Answer and Troubleshoot Issues over the Phone
- In-Process and Out Process retired Annuitants for the Army Corps of Engineers
- Image laptops Acronis and Symantec Ghost Software
- Setup User Accounts to access Resources on the Network
- Setup and configure Microsoft Office 2003 software and implemented Outlook as primary email
- Setup Blackberries and Verizon wireless cards
- Provided direct user support in implementing and administering Windows XP Pro

IT Technical Support Systems Analyst 1   **June 1999-November 2005**
Capital Area Human Service

- Order new Computers and various peripherals
- Set up , configure and support network printers and hardware
- Supported integration of peripheral hardware including printers, scanners and projectors
- Create end user accounts using Netware admin or Console one
- Provide end user technical support

Education and Training

- Pulaski County High SchoolDiploma
- Louisiana Technical CollegeCertificate
- Louisiana Technical Training Center Certificate
- Louisiana State University C.E.Certificate

Certifications

- A+ Certified   Comp TIA Id COMP 1018966
- Network +   COMP TIA Id COMP 1018966
- DCSE Certified client Dell DMS Soft skills