

Summary Telephone friendly, quick to help and resourceful IT Tech with 6 Months Experience in a Customer Focused IT Enterprise Service (Help) Desk

Skills

- Update / Repush / Upgrade Software Remotely
- Resolve Incident and Work Order tickets / use Ticketing Software
- Answer inbound Calls and Remote Assist. Low Call Times.
- Help with Email, Website access, software functionality
- Notify of Outages
- Escalate tickets to Systems, Networking, End User Support

Education **Certified:** in A+ CE, Network+ CE, Security+ CE, Storage+ (Lifetime), MTA/MCP Server Administration Fundamentals, VMWare Vsphere: Skills For Operators

College: Associate In Arts degree in **Computer Science**

High School: Diploma

Studying: Active Directory, ITIL 2011, Exchange, Azure, VMWare vSphere 6.0 Ultimate Bootcamp, Red Hat 7, CISSP

Work History

February 2015 to Present: *Epsilon, Inc. contract with AT&T* **IT Help - NOC**

- Worked mainly in Triage with AD team, Exchange Team, DBA Team, Network Team, Storage Backup Team, Vi monitoring team, Application Management Team
- Server deployments and decommissioning, from receiving Remedy change order to RAID setup, to Windows Server (2008R2 and 2012R2) image install to racking hardware to cabling to working out networking with networking team to adding to domain to installing software
- Did some troubleshooting on backups and Vi
- Rack inventory and warranty updates in Excel, Sharepoint
- TCP/IP, HP, Dell, Netapp, Symantec, Brocade, VMware
- power down and power up, fiber and cat cable connection troubleshooting, hardware replace

August 2014 to February 2015: *Epsilon, Inc. contract with AT&T* **Enterprise Service Desk**

- Environment/Resources: Cubicle desk with phone, email, Remote Desktop Assistance, Active Directory Users and Computers console, RDC, BMC Remedy for incident tickets, Jabber, Sharepoint knowledge base, Tech Leads
- Customer focused Help Desk for low to high ranking customers experiencing issues with Software Functionality/Updates, Website Access, Network Connectivity, Email issues while Escalating Systems and Network Level tickets to proper departments
- Kept up with a call queue with reasonable individual call times, sometimes through email
- Logged each call in ticketing system
- Followed specific set of rules for Remoting into customer workstations and use of privileged account
- Followed internal knowledge base, discuss with Tech Leads, kept shorthand notes from knowledge base to speed call times
- Software Install, Re-push, Update, Remove, Configure, Verify functionality with Customer
- Remote wipe and password reset of remote phones
- Remapped printers

September 2013 to August 2014: *Apex Systems, Inc. contract with HP* **Desktop Support**

- Country-wide large-scale XP-7 seat refresh and data migration and next-day follow-up

- Follow-up could lead to general software configurations/fixes such as rebuilding Outlook user profiles and helping customers find PST files, rebuilding Windows user profiles, forcing software updates, getting customer connected on the help desk phone, covering variances from the day before, Troubleshooting network connections

October 2012 to September 2013: *The Experts, Inc. contract with HP* **Deployment Tech (same position as above, different contract)**

July 2012 to October 2012: Abbttech Professional Resources contract Computer Tech

- Worked in an IT department in a hospital to complete refresh of computers and monitors for the hospital staff

March 2011 to July 2012: *Barrister Global Services Network 1099 On-Call* **Service Technician**

- Break/Fix repairs
- Nexterna Clearview ticketing software.
 - Uploaded documented Service Order forms.
- Service Manual interpretation
- Repair Examples: laptop keyboards, laptop and desktop hard drives, touchpads, power modules, display screens; Point Of Sale pin-pads and monitors; power supplies, graphics cards, motherboards with tattoo; printer fusers, transfer kits, formatters, dc controllers, rollers and other small components
- Brands Repaired: HP, Lexmark, Hypercom, Dell, IBM, Samsung, Averatec, Estee, Brother

February 2012 to March 2012 and

November 2011 to December 2011: *Newagesys, Inc. contract with Pfizer Pharmaceuticals* **General Support (Linux, Windows, Java)**

- Worked in a back-office IT department performing Desktop Refresh as well as some rebuilding of servers

August 2011 to September 2011: *Insight Global, Inc. contract with Genentech biotech corporation* **Desktop Support**

- Project of Removing decommissioned equipment from a no-longer-used building
- Involved clean room (Chemical environment), following the lead of Company staff's instruction, heavy lifting and moving, precise placing of tags on decomm'ed equipment

March 2011 to June 2011: *Scentsa Media Networks 1099 contract* **Tech Support**

- Deployment of Digital Signage to about 400 customers (Barnes and Noble Bookstore Managers)
- Primary contact with Store Managers by phone for network connection readiness. Communicated also with IT Departments when necessary.
- Checked in and Checked out Site Survey and field Install Techs. Performed some troubleshooting by phone in between check in and check out
- Analyzed Floor Plans and Site Survey Photos to determine Install locations
- To help organize call procedures: Created simple HTML/CSS markup pages
- Use of Excel to keep track of tech phone numbers and look up Shipping tracking information
- Warehouse packaging and mailing
- Some testing of wireless cards and media players
- Technologies used: Salesforce CRM, Rhombus, Dropbox, Windows 7, Outlook/Gmail

October 2009 to March 2010: Global Resources, Ltd. On-Call contract with Insight Direct USA **Support Technician**

- Performed 4 tasks On-Call: Site Survey, First Day Audit, Internal USB Refresh, Equipment Replacement

August 2010 to September 2010: Oakland Consulting, Inc. **Help Desk Tech (Contract)**

- Kept up with a Dynamically-Updated to find needed updates, then Remotely providing updates to user workstations.
- Technologies Used: Dameware, RDC , Outlook, Excel, Phones

July 2010 to July 2010: Native Staffing On-Call contract with Sears Roebuck **Tech**

- Performed 2 tasks On-Call: Lexmark Office Printer installs

November 2009 to December 2009: Jacer Corporation contract **Help Desk Tech**

- Assisted Warehouse Lead in Clinic Deployments of Laptops and Monitors
- Use of Warehouse equipment, minus the forklift, was required
- Norton Ghost, Excel
- Also watched the PC Lab a few times and took a few calls, did some break/fixing, cable testing

January 2009 to April 2009: Ultimate Staffing contract with Nitto Denko Technical Corporation **Help Desk L1**

- Assisted Systems Admin / Help Desk in completing tickets.
- First job in IT. Used skills in Customer Interview, Image Install, Break/Fix, Moves and Deployments, Software installs and upgrades, Conference Room Projector Setups, Filing, Email Data Migration, Asset Disposals, Monitoring Printers, Network Connection Troubleshooting, Proxy connection from client browser, Image Building