ELIAS HERNANDEZ

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PROFESSIONAL EXPERIENCE

Markets Group   New York, NY
Desktop Support / Network Administration   Dec 2012 to Jan 2016
- Upgraded PCs from Windows 7 Home to Windows 8 Professional for use within a domain environment.
- Provided technical training.
- Identified technical requirements for a complete system upgrade.
- Researched and procured, business class, hosted VoIP service.
- Installed and configured a Windows domain server.
- Installed and configured Dell Sonic Wall appliance.
- Upgraded and scaled network infrastructure to accommodate business growth.
- Implemented a Backup and recovery plan.
- Successfully managed company email migration project.
- Repaired and maintained all HP printers.
- Established an IT Help Desk.
- Point of contact for all vendors.

Total Debt Relief Inc.   New York, NY
Desktop Support   Dec 2012 to Dec 2013
- Provided all in-house desktop and, software support functions for 30 Windows users.
- Analyzed and resolved issues with connectivity
- Kept Inventory of all technical resources.
- Managed backup and recovery.
- Point of contact for all vendors.

DFB Sales Inc.   Long Island City, NY
Desktop Support   Dec 2010 to Nov 2011
- Provided all in-house desktop, software and network support functions for 40 Windows and Mac users.
- Upgraded Domain Server and network infrastructure. Analyzed and resolved issues with connectivity. Installed and configured new Windows 2008 domain server.
- Installed and configured Exchange Server
- Installed CCTV system. This included wiring, cameras and DVR.
- Kept inventory of all technical resources.
- Managed backup and recovery.

Sales Dialer Pro   New York City, NY
Software Support   Aug 2008 to Nov 2010
- Provided on-site and remote technical support for company products.
- Account management.
- Provided all in-house hardware, software and network support functions for 200 users.
- Managed VoIP system.
- Partnered with sales technology vendors to resolve issues quickly in order to reduce downtime.
- Installed, configured and administered predictive dialer and CRM.
- Desktop and network support.

SKILLS
Windows Server,   Active Directory,   Group Policy,   Windows OS,   VoIP,   Infrastructure,   Printer maintenance & repair.

MILITARY SERVICE
USMC
Honorable Discharge

EDUCATION
Associates degree in Liberal Arts Middlesex County College, Edison NJ
A+\Cisco Ace Institute of Technology, New York NY