Fabrice Douillard

Brooklyn, NY - Email me on Indeed: indeed.com/r/Fabrice-Douillard/3af3ed330c18efbf

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Specialist

Security Industry Specialists, Inc.   -   New York, NY -

November 2016 to Present

-Create and manage user accounts, passwords, and group policies/ Active Directory
-Use Salesforce to keep track of IT requests and tickets
-Manage Google for business domains, users, groups, distribution lists
-Provide users remote access and permissions to drives in VDI
-Configure and troubleshoot VOIP Polycom Desk phones through Panterra Networks
-Maintain IT equipment inventory
-Use Apple/Windows Remote Desktop, Go To Assist, Log me In for user remote assistance
-Configure and troubleshoot video conference equipment (Lifesize, Zoom, Amazon Chime)
-Managed vmware Airwatch to deploy applications and updates on end users iPhones, iPads
-Hardware installation/ cabling (Cat 5e, 6)
-Coordinate with vendors for software licensing and equipment
-Manage Microsoft Office 365 Admin (users, passwords, groups and permissions)
-Deploy Windows, Macs, iPhones, iPads
-Monitor and perform online backups using Crashplan

IT Specialist

NYC Department of Education   -   Brooklyn, NY -

August 2013 to August 2016

-Provided technical support via phone, email onsite and remote
-Remote Support (LogMeIn, Tight VNC, Team Viewer)
-Troubleshooting of Smart Boards, workstations and laptops
-Installation of software and updates (Office 365, Airwatch…)
-Tracked user issues and maintained documentation using BMC Service Desk Express/Auto Task ticketing system
-Work closely with Network Operations Center team and users to troubleshoot and resolve network connectivity issues
-Managed Active Directory users and computers
-Worked with third party vendors in provisioning new equipment (workstations, switches, Wireless Access Points, Laptop screens, Hard Drives, Printers)
-Configured and troubleshot PCs, Macs, laptops, printers, scanners, phones and other peripheral devices
Provide MS outlook support in an Exchange environment
-Use SCCM/Symantec Ghost to deploy software packages, patches and windows images to workstations

EDUCATION

Bachelor Degree in Computer Systems Technology in Computer Information System

CUNY New York City College of Technology   -   Brooklyn, NY

2011 to 2015

SKILLS

Technical Support (5 years), Active Directory, VOIP phones, Office 365, Google Suite, Outlook, Remote Assistance (4 years)

AWARDS

Troubleshooting Network Connectivity (Lynda.com)

October 2017

Certificate of completion (Lynda.com)(Virtual Lab: 1h 10m)

Windows Server 2016: Storage Services (Lynda.com)

November 2017

Certificate of completion (Lynda.com)(Virtual Lab: 3h 16m)

Windows Server 2016: Manage Monitor and Maintain Servers (Lynda.com)

November 2017

Certificate of completion (Lynda.com) (Virtual Lab:2h 7m)

Windows Server 2016: Configure Hyper-V (Lynda.com)

November 2017

Certificate of completion (Lynda.com) (Virtual Lab: 1h 14m)

Windows Server 2016: File Services (Lynda.com)

November 2017

Certificate of completion (Lynda.com) (Virtual Lab: 1h 53m)

CompTIA Network+ N10-006 (CBT Nuggets)

December 2017

Certificate of completion (CBT Nuggets) (Virtual Lab: 16h 54 mn)

CERTIFICATIONS/LICENSES

CompTIA A+

July 2016 to July 2019

Allowed me to master the technologies found in today's extensive and varied IT environments, from mobile to traditional devices and operating systems and establishes best practices in troubleshooting, networking and security across a variety of devices.

GROUPS

ProfessorMesser.com

December 2015 to Present

ProfessorMesser.com is an online live study group where multiple users get to answer a variety of real world IT questions including Networking, Security, best practices and professionalism.

ADDITIONAL INFORMATION

Support and Understanding :
LAN/WAN, TCP/IP, HTML, OSI Model,CSS, JavaScript, Active directory, DNS, DHCP, Telnet/SSH,Database design, SNMP, VOIP, VPN, Cisco devices, Routing, Switching PC & MAC repair/ maintenance, Cabling, Virtualization

Operating Systems: Windows 7/ 8/ 10 Windows Server 2008/ 2012/ 2016 Mac OS IOS/Android