

Darryl Williams

Senior Desktop Support - NewYorkLife Insurance Co

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Darryl-Williams/1be83746a7ed414b](https://www.indeed.com/r/Darryl-Williams/1be83746a7ed414b)

WORK EXPERIENCE

Senior Desktop Support

NewYorkLife Insurance Co - Philadelphia, PA - May 2012 to Present

Summary of Duties:

I provided sole technician support for NewYorkLife's Philadelphia, Delaware, and New Jersey general and sales location, including a select group of agent's detached offices. My daily duties included hardware support for desktop, laptops, tablets mobile phones, network printers, desktop phones (connectivity). Software support included NewYorkLife proprietary software, installation, troubleshoot and repair for Windows 7 through 10 operating systems. Macintosh OS X up to Yosemite, MS Office 2003-2016 installation and support, also remote troubleshooting and repair via Gotoassist. User support provided included maintaining, troubleshooting and repairing all major laptop, and desktop models Dell, HP, Lenovo, Toshiba, and Asus, encrypting user assets via SecureDoc software. Teleconference, Videoconference, WebEx presentations support, I also performed wireless configuration and security, Provide printer support for network environment (also experience with most network printers Lexmark, HP LaserJet, Konica Minolta) including troubleshooting, network scanning and email. Virus and spy ware removal. Microsoft Exchange/Outlook e-mail systems setup and troubleshooting.

Key Roles, Duties and Responsibilities

- * Installation and troubleshooting for NewYorkLife proprietary software.
- * Hardware installation and troubleshooting for PC's and laptops.
- * Windows OS troubleshooting, repair, full system rebuilds, data backup and migration
- * Macintosh OS X up to Yosemite, NYL proprietary software install and encryption via SecureDoc and File Vault, data backup and migration
- * Outlook e-mail troubleshooting, installation, and configuration issues.
- * Performed remote support via Gotoassist.
- * Software installation and troubleshooting for standard business systems
- * Network printer setup and configuration.
- * On-site hardware and software support for presentations, WebEx
- * Configure devices for DSL, Cable, and wireless network connections
- * Setup and configuring of virtual desktops.
- * SecureDoc encryption and error troubleshooting, boot errors).
- * IT Compliance Auditing for Philadelphia and Delaware Field offices
- * Join devices to the network domain.

Desktop Support Analyst

DLAPiper - Wilmington, DE - May 2011 to April 2012

I provided technician support for Dlapiper's Wilmington location and visiting attorney and affiliates. My daily duties includes administration and support of desktop, laptops, PDA, Blackberry, network printers, and touch screen tablets. Lead technician for Windows 7-Office 2010 deployment, asset backup and user data migrations. Altris Web administration, this includes remote software installs, add and remove desktop, laptop from network. Provide user support maintaining, troubleshooting and repairing via Remedy trouble ticket system. Provided administration of BES server, Let me In (desktop and handheld) support for blackberry handheld, also installation and configuration. Teleconference, Videoconference, WebEx

presentations support, I also performed wireless configuration and security, remote access connectivity through Leap and Cisco VPN. Provide printer support for Hp environment via Collabitive Edge E-Room, (also experience with most network printers Lexmark, Hp LaserJet, desktop, and Canon iR series) including troubleshooting, network scanning and email. Virus and spy ware removal. Software application support includes Microsoft desktop operating systems and other IT applications such as E-ROOM, ALTRIS, REMDEY, and IP COMMUNICATOR. Other software support Includes Microsoft Office 2007/2010, Microsoft Exchange/ Outlook e-mail systems.:

Field Technician

Cooper University Hospital - Cooper, TX - May 2010 to March 2011

Serve as customer and desktop support for COOPER main location and remote sites and affiliates. At COOPER I performed user/data migrations, and deployments. Remedy trouble ticket support of desktop/workstations, servers and peripherals though out the COOPER network, this includes software installs, troubleshooting and diagnostic, repairing, maintaining, and upgrading all hardware and peripherals equipment while ensuring optimal performance, administration of BES server, user account creation and management, blackberry handheld installation and configuration. I also performed wireless configuration and security, networking punch downs and Cross-connects cabling, remote access connectivity through VCN and Cisco VPN, and wireless products. Experience with most network printers Lexmark, Hp LaserJet, desktop, and Canon iR series including troubleshooting, network scanning and email. Virus and spy ware removal, and firewall configuration. Software application support includes Microsoft desktop operating systems and clinic applications such as FLOCAST/IDX, REFLECTIONS, LAWSON, LARCHMOUNT IMAGING, SOFTPATH, and PRECISION BI. Other software support Includes Microsoft Office 2003/2007/2010, Microsoft Exchange/ Outlook e-mail systems.:

Network Administrator/Desktop Deployment & Configuration

BrightStar - Camden, NJ - October 2008 to April 2010

Summary of Duties:

- Supervise Deployment, Configuration, and setup of work station computer-lab, and 2003 Servers.
- Conducting Windows XP & Office 2003 upgrades at both the workstation and server level in the user environment and testing multiple applications to ensure compatibility with the XP operating system and Service Pack 2 updates.
- Supervise 10 tech deployment team in off-site deployment /migration efforts
- Development, testing and implementation of Windows XP desktop images on standard Dell workstation platforms and laptops
- Write and execute our Sop's whitepaper documents for configuration and deployment procedures.
- To provide departmental management with the choice of different levels of PC security for individual PC's within their respective departments via group policy management and group rights selections.
- Prepare Upgraded System Images for multiple platform installations via WinXP Sysprep, Norton Ghost 8.0 for deployment to field testers and Helpdesk Technicians.
- Design, Prepare & Implement WinXP Service Pack II & Office 2003 Service Pack I upgrades for deployment via SMS.
- Provide network administrative and desktop user support.
- Prepare new hardware & software systems for upgrade Dell desktop and laptop systems.
- Prep new and legacy computer systems for data migration via Norton Ghost Deployment Software.
- Create/Add Computer, New User and Group accounts in Active Directory
- Add/ Remove/Update Network Group Policies to user and computer accounts
- Provide desk side helpdesk services on various technical supports issued to onsite and remote users.

ELAN PHARMACEUTICAL/ TECH USA
3500 Horizon Drive
King of Prussia, PA 19406

Desktop Analyst

ELAN PHARMACEUTICAL - King of Prussia, PA - 2010 to 2010

- Migrate all Servers, PC's, and Blackberry Phones from MS Server 2000, Windows 2000 and Exchange 5.5 servers to the new Server 2003, Windows XP, Exchange 2003 and BlackBerry Enterprise Server (BES) v4.1
- Provided training/supervision to new consultants
- Worked onsite in San Francisco office testing and refining process, working with engineers on scripts and procedures
- Trained with Dell X-Image certified Deployment specialist.
- Prepare new hardware & software systems for upgrade and image refresh on Dell Desktop and Laptop systems.
- Prep new and legacy computer systems for data migration via Dell X-Image Deployment Software.
- Performed Hardware security encryption via PGP Encryption software.
- Create/Add Computer, New User and Group accounts in Active Directory
- Add/ Remove/Update Network Group Policies to user and computer accounts
- Push software programs and patch update via SMS & DSM
- Install, configure and maintain Blackberry phones to local desktop systems.
- Move Blackberry Phones from old server to new BlackBerry Enterprise Server (BES)
- Provide desk side helpdesk services on various technical supports issued to onsite and remote users.
- = Setup and support of Tandberg and video conferences

Senior Desktop Support Team Lead /Tier II

Children's Hospital of Philadelphia - Philadelphia, PA - February 2006 to March 2007

Serve as customer and desktop support for CHOP main location and 42 remote sites and affiliates. Supervision of 12 man technical support team, transporting, Time and/Attendance Site Scheduling. Performing PC Migrations, Deployments and maintenance of desktop/workstations and peripherals though out the CHOP network, this includes software installs, troubleshooting and diagnostic, repairing, maintaining, and upgrading all hardware and peripherals equipment while ensuring optimal performance, experience includes Wyse terminals installation, blackberry and palm-pilot installation and configuration. Wireless configuration and security, networking for cable & DSL, remote access connectivity through Citrix MetaFrame Server and Cisco VPN products, Experience with most network printers and setup/troubleshooting. Virus and spy ware removal, and firewall configuration Server as the initial point of contact and first respondent to all end-user support requests relating to computer, PDA/wireless, and audio-visual conference software and hardware; printing; telecommunications; and other office technology systems as they are initiated via walk-in, e-mail, or telephone. Provides remote and desk-side support as required to diagnose and resolve application support requests. Software application support includes Microsoft desktop operating systems and firm applications, including Microsoft Office XP Suite, Microsoft Exchange/Outlook e-mail systems, document management systems such as PC-DOCS Open/DM5 or iManage, and Internet access using Microsoft Internet Explorer. Network support consists of TCP/IP networking

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Summary of Duties:

Serve as customer and desktop support for CHOP main location and 42 remote sites and affiliates. Supervision of 12 man technical support team, transporting, Time and/Attendance Site Scheduling. Performing PC Migrations, Deployments and maintenance of desktop/workstations and peripherals though out the CHOP

network, this includes software installs, troubleshooting and diagnostic, repairing, maintaining, and upgrading all hardware and peripherals equipment while ensuring optimal performance, experience includes Wyse terminals installation, blackberry and palm-pilot installation and configuration. Wireless configuration and security, networking for cable & DSL, remote access connectivity through Citrix MetaFrame Server and Cisco VPN products, Experience with most network printers and setup/troubleshooting. Virus and spy ware removal, and firewall configuration Server as the initial point of contact and first respondent to all end-user support requests relating to computer, PDA/wireless, and audio-visual conference software and hardware; printing; telecommunications; and other office technology systems as they are initiated via walk-in, e-mail, or telephone. Provides remote and desk-side support as required to diagnose and resolve application support requests. Software application support includes Microsoft desktop operating systems and firm applications, including Microsoft Office XP Suite, Microsoft Exchange/Outlook e-mail systems, document management systems such as PC-DOCS Open/DM5 or iManage, and Internet access using Microsoft Internet Explorer. Network support consists of TCP/IP networking.

Key Roles, Duties and Responsibilities:

- * Supervise 10 Tech deployment team in off-site deployment /migration efforts.
- * Worked directly with engineers on scripts and procedures, testing and refining process on the front end Input, track, update and record resolutions in the Remedy Ticket Management System.

- * Perform team project coordination meetings and provide reports, evaluation and feedback.
- * Lead bi-weekly team meetings and produce a summary report to team and supervisor

- * Develop and document new work processes (SOP) or process improvements.
- * Train customers and develop solutions to complex computing problems with client.
- * Trouble shoot Blackberry Desktop Manager, installation, and configuration issues.
- * Install, upgrade and distribute wireless RIMs and software package integrate & synchronize with Outlook e-mail Server.
- * Configure PDA and Mobile devices for inferred & Bluetooth services (printing, beaming etc.).
- * Configure PC's, Laptops and Mobile devices for Dial up, VPN, DSL, Cable, and wireless network connections.
- * Create and install Standardized images (Ghosting) on new and existing PC's
- * Add critical updates and patches to PC's and Servers via Microsoft SMS Security.
- * Join PC's to the Network Domain, create new user profiles and add existing user Profiles.
- * Configure network printers and peripheral devices grant rights and privileges.
- * Install and relocate desktop computers including all printers, components, and peripherals.
- * Support of all laptops and remote access solutions.
- * Configure laptop devices for VPN and RAS access through secure firewalls and ports

Senior Desktop Support Team Lead

Temple University Hospital - Philadelphia, PA - August 2005 to February 2006

Summary of Duties:

My primary duty is to provide desk side, remote assistance, phone support for onsite and remote user throughout the university. Extensive support of mobile devices such as laptops, handheld PC's, mobile phones and Blackberry devices , as well as Trouble shooting Blackberry Desktop Manager, installation, and configuration and synchronization with Outlook mail are a major part of the daily regimen, updates to our SOP's whitepaper documents and Knowledge Base system. As the point of contact on many issues such as, System Imaging (Ghosting) Blackberry, Laptops and Printers, all digital photography and scanning issues. Network configuration and security, for cable & DSL, VPN configuration, virus & spy ware removal, and firewall configuration

experienced with diagnosing and replacement of all internal PC parts in 4000 + PC environment. I maintain high degree team cooperation and employ diverse task management techniques to address issues, follow through, and resolve issued in a consistent and expedient manor.

Key Roles, Duties and Responsibilities:

- * Administer and Manage network accounts via Active Directory 2003 and Microsoft Exchange 2003 & 5.5.
- * Input, track, update and record resolutions in the Helpdesk Ticket Management System.
- * Perform team project coordination meetings and provide reports, evaluation and feedback.
- * Supervise 4 man deployment teams in off-site deployment /migration efforts.
- * Develop and document new work processes (SOP) or process improvements.
- * Working closely with engineers from the field to refine scripts and deployment process.
- * Troubleshoot Blackberry Desktop Manager, installation, and configuration issues.
- * Install, upgrade and distribute wireless RIMs and software package integrate & synchronize with Outlook e-mail Server.
- * Configure PDA and Mobile devices for inferred & Bluetooth services (printing, beaming etc.).
- * Configure PC's, Laptops and Mobile devices for Dial up, VPN, DSL, Cable, and wireless network connections.
- * Create and install Standardized images (Ghosting) on new and existing PC's.
- * Add critical updates and patches to PC's and Servers via Microsoft SMS Security.
- * Join PC's to the Network Domain, create new user profiles and add existing user Profiles.
- * Manage security privileges and access rights to respective groups and files.
- * Configure network printers and peripheral devices grant rights and privileges.
- * Install and relocate desktop computers including all printers, components, and peripherals.
- * Support of all laptops and remote access solutions.
- * Configure laptop devices for VPN and RAS access through secure firewalls and ports.
- * Setup and support of Tandberg and video conferences

Senior Desktop Support Team Lead

Temple University Hospital - Philadelphia, PA - January 2005 to February 2006

Summary of Duties:

My primary duty is to provide desk side, remote assistance, phone support for onsite and remote user throughout the university. Extensive support of mobile devices such as laptops, handheld PC's, mobile phones and Blackberry devices , as well as Trouble shooting Blackberry Desktop Manager, installation, and configuration and synchronization with Outlook mail are a major part of the daily regimen, updates to our SOP's whitepaper documents and Knowledge Base system. As the point of contact on many issues such as, System Imaging (Ghosting) Blackberry, Laptops and Printers, all digital photography and scanning issues. Network configuration and security, for cable & DSL, VPN configuration, virus & spy ware removal, and firewall configuration

experienced with diagnosing and replacement of all internal PC parts in 4000 + PC environment. I maintain high degree team cooperation and employ diverse task management techniques to address issues, follow through, and resolve issued in a consistent and expedient manor.

Helpdesk Technical Support

Mothers Work Inc - Philadelphia, PA - October 2003 to April 2005

- * Provide telephone and desk side support application and break/fix support to in office and off site users.
- * Maintain user accounts, logon password, share and group rights as well as VPN and RAS connections.
- * 100% phone support for HP POS registers running Win XP.
- * Support Windows 9x, 2000, NT and XP Platforms.
- * Monitoring and control of daily service call activity, ticket generation in Seibel v7.5 and Remedy Reporting tools.

* Hardware/software troubleshooting and installations for 1900 + stores.

Webmaster/ Desktop Technical Support Specialist

Federal Aviation Administration - Egg Harbor Township, NJ - March 2000 to September 2003

In my 2 ½ years with the FAA I was assigned to two major contracts respectively:

I. Commencing on October 2000, I provided support on the helpdesk for AOS 500. Manage inbound customer support lines for national as well as some international locations, logging tickets documenting end user issues for 10,000+ employees.

The following is a summary of my roles and duties:

* Develop, build and test system Image (VIA NORTON GHOST) for new PC's with OSWER agency standard software applications, COTS and, system utilities then, install them on Desktop and Laptop PC's.

* System Migration- Upgrade, install, update, hardware and software on various types of desktop, notebook, PALM and Blackberry (Hand Held devices) from the Legacy Win95/ Office97/ Lotus Notes 4.5 environment to the new Win2000/ Office 2000/ Outlook environment.

* Respond to daily trouble tickets as well as, maintain stable and effective workstations by performing crash prevention task, running, deploying and monitoring system tools, and troubleshooting for fixes and resolutions in corrupted workstations.

* Maintain local connections from PC to the LAN as well as Printer setup and configuration.

* Assist the Desktop Administrator for the Rockville office site in various application software support i.e. MS Outlook email, MS Office 97.

II. FAA. - As of November 2001 I concluded my duties at the Break-Fix/ Help Desk tech. I was then provided training at Tom River Community College for Webmaster certification the following is a summary of my roles and duties:

* Design and construction of web pages/sites.

* Implementing new guidelines, and security protocols.

* Create new standard web template for all project and departments.

* Design and construct flash content.

* Work closely with all dept web administrators to bring them into conformity with web standards.

* Provide advance web practices for all dept web administrators.

Analyst

Dimension INTL - Egg Harbor Township, NJ - October 1998 to January 2000

As a Technical analyst my Duties included consulting with Dimension clients to provide technical solutions Deployment, Migration, Web Administration. My duties also included Design/construction of Multimedia Presentations, Web Design and desktop support for a 20 PC office.).

EDUCATION

Master and web administration

Toms River Community College - Toms River, NJ
2000 to 2002

Graphic Arts/Computer Science

Pratt College - Pasadena, CA
1994 to 1998