

# Hostray Robertson

**Desktop support specialist - Field Nation**

Clementon, NJ - Email me on Indeed: [indeed.com/r/Hostray-Robertson/95f0cc76107bd9da](https://www.indeed.com/r/Hostray-Robertson/95f0cc76107bd9da)

Hardware Support Helpdesk

Software Support Desktop Support

Datacenter Support Windows Operating Systems Support

Mac Notebooks Support Refresh Projects

Secret Clearance (full)

CERTIFICATIONS

DCSE Dell

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Desktop Support Analyst/software engineer**

Xerox - Cherry Hill, NJ - July 2015 to March 2016

#### Responsibilities

- Troubleshooting hardware/software PC and printer device problems
- Administration of desktop systems
- Helpdesk support email directories windows desktop applications
- Support Remedy's work order system
- Support active directory
- Printer copier and fax support
- Remote support
- Software support upgrades
- Software installs
- Application support
- Outlook support and configuration
- Support Office 2013 2016
- AD support
- Avaya One -x Support and configuration
- Inventory control
- Support imaging
- Data install and upgrades
- Mac support

#### Accomplishments

I was able to complete task with minimum supervision and limited resources.

#### Skills Used

I performed this job at the tier 3 level which required me to know internal and external skills to keep the end users connected to the network environment.

### **D1 Engineer**

JLT INSURANCE GROUP - Philadelphia, PA - April 2015 to July 2015

#### Responsibilities

- Troubleshooting hardware/software PC and printer device problems
- Administration of desktop systems
- Helpdesk support email directories windows desktop applications
- Support Remedy's work order system
- Support active directory
- Printer copier and fax support
- Remote support
- Software support upgrades
- Software installs
- Application support
- Outlook support and configuration
- Support Office 2013 2016
- AD support
- Avaya One -x Support and configuration
- Inventory control
- Support imaging
- Data install and upgrades
- Mac support

#### Accomplishments

I performed multiple duties on the day to day basis for all fifty states without flaw.

#### Skills Used

Multiple skill levels using server 8 and safe boot to complete the imaging process.

#### **Desktop support specialist Tier 2**

Environmental Protection Agency - Philadelphia, PA - November 2013 to April 2015

Troubleshooting hardware/software PC and printer device problems

Administration of desktop systems

Helpdesk support email directories windows desktop applications

Support Remedy's work order system

Support active directory

Printer ,copier and fax support

Remote support

Software support upgrades

MS Office 365 Support

Support Office 2013

Data center Tech

Support Adobe creative suites

Support Java script HTML

Rebuild laptops

Software installs

Migration Scheduling

#### **Desktop Support Specialist**

Field Nation / Sait IT Services - Philadelphia, PA - May 2012 to November 2013

Installation of multiple work stations and monitors (Corporate install for Merrill Lynch)

Run script

Support outlook  
Support Office 2010 rollout  
Support and Install network printers  
Lead tech Wells Fargo Wins 7 software upgrade scheduling and data migration  
Support applied security information  
Support software services  
Support Java

### **Desktop Support /Field Tech**

Field Solutions / Dell - Round Rock, TX - March 2010 to May 2012

Support data migration run batch and template applications.

Answering questions pertaining to the use of various software applications and computer operations perform general preventive maintenance of computer equipment.

Support Windows XP, WINDOWS 7, Mac operating systems. Have provided expertise, guidance, and training if necessary for others with the use of various software Ghost, VPN, Office 2000, 2002, 2003 Microsoft office 365.

Support of remote access, advanced understanding of LAN/Wan technology knowledge of HTML.

Troubleshoot and support all window-based applications, configure and optimize networks devices such as hubs, switches, routers, firewalls, intrusion detection monitors, and network performance.

Perform network diagnostics and installs, network software fixes, and upgrades.

Helpdesk Tier-3 incident tracking network connection TCP/IP suite. Supported active directory.

Supported Office 2010 software and applications.

Supported Mac OS and imaging

Migration scheduling

### **Information Technology Generalist**

Commonwealth of Pennsylvania State Civil Services - Philadelphia, PA - March 2009 to January 2010

03/09 to 01/10

- Application development, network, website support.
- Information technology support and training.
- Networking and desktop laptop support, VPN setup and support remote access support.
- Blackberry connectivity and support.
- Support Windows operating systems primarily Windows XP and Windows 7.
- PBX communications and support.
- Memory upgrades, troubleshoot end users issues.
- Hardware and software support.
- Support Microsoft office 2007.
- Workstation network connectivity.
- Imaging workstation and laptops.

### **EDUCATION**

#### **AS**

Lincoln Technical Institute

September 2005

#### **BS**

DeVry University

## MILITARY SERVICE

Service Country: US  
Branch: United States Navy  
Rank: E-4  
August 1986 to February 1990  
Marine and Seal Transport

Commendations:  
Multiple unit commendations Law Enforcement Operations

## AWARDS

### **Certificate of Best Performance**

December 2014

I received this award while I was A Federal contractor employed at the EPA for my outstanding performance and my high level of contribution along with optimum dedication and sincerity serving the Environmental Protection Agency.

## CERTIFICATIONS

### **Dell Certified System Engineer**

March 2010 to Present  
Certified to work on all dell products.

## ADDITIONAL INFORMATION

Hostray Robertson  
178 Via Cascata Dr  
Clementon N.J. 08021

To whom it may concern:

I Hostray Robertson have been in the Information Technology field for eleven years educating at various levels of the field through schooling and experience and I'm very diverse. My professional career has been with such companies as The Commonwealth of Penn (D.O.T) Field Solutions, The Dell Corp, Robert Half International, because of my very detailed background I can provide excellent written documentation skills and strong oral and written communication skills. I'm also capable of prioritizing multiple tasks and making serene decisions in stressful situations. I have a proven track record of meeting deadlines and service level objectives and have good judgment and to whom to escalate problems to various levels of the IT chain of command. I also have a proven track record deploying Window 7 as the lead tech and as a Deployment tech working with the project team and business unit contacts to confirm specific list of applications for each user to be migrated in a business group unit/group. Act as central point of contact with external deployment services vendor resources and business unit/site contacts to confirm business unit, application and readiness status. Provide support to external deployment services vendor resources for scheduling business units and sites for migrations and rescheduling if necessary. I've supported various software namely SCCM, OSD, Point Sec PGP, Lotus notes MS Exchange server I've been the lead support person for Office 365 since the implementation into the network environment etc. Also have experience supporting Black berry, Android Apple and Tablet devises. I'm also able to support Active directory adding users to control groups. I have my DCSE certification and my A+ Net + is in progress I do believe that I will be a valuable contributor to your company. At the present time I'm on a long term project with the feds at the E.P.A (Environmental Protection Agency my position involves various

levels of Help Desk and Desktop support tier one and tier two I also support hardware and software issues contact vendors for technical solutions I also perform integration and administration of desktop systems as required, and rebuild systems in a timely manner as required as a Desktop support specialist. I support the MDT tool kit and server infrastructure for system upgrades and Symantec endpoint encryption and bit locker for needed security. I provide phone and in person support to users in the areas of email directories, standard windows desktop applications as well as commercial off the shelf and National applications. I also support and perform fixes for printer, copier support and support office 365 and OWA configuration issues support mail transport fundamentals Pop IMAP SMTP Net Working Fundamentals DNS Message trace tools Block LIST Spam email filtering virus protection etc. My present position Data engineer I support server 8 for support for safe boot for the purpose to transfer data to laptops and I also pre imaged and imaged laptops with various images and use AD to apply the needed applications and put the unit into the proper container (domain) I also use the BMC to push the policy updates as needed and support remedy for tier 3 issues for the fifty states in the U.S.A. and the UK. If my knowledge and skills match any future job openings, please feel free to contact me at your earliest convenience. Professional references upon request.

Respectfully yours,  
Hostray Robertson