

JERRY L. HENDERSON III

San Bernardino, CA 92411

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Professional Summary

Results-driven Help Desk Technician with over 8 years of experience providing technical support for reputable organizations including Kaiser Permanente, The San Bernardino School District, Etop Technology, IHSS, and ESRI. Proven expertise in diagnosing, troubleshooting, and resolving hardware and software issues. Adept at collaborating with cross-functional teams and communicating effectively with technical and non-technical staff.

Experience

Confire JPA

UX Designer | 07/2023 - Present

- Spearheaded IT support services, reducing average issue resolution time by 20%.
- Collaborated with cross-functional teams to troubleshoot and resolve 100% of network, software, and printer issues.
- Managed successful deployment of 500+ devices and improved system performance through Azure AD updates and SCCM operations.

City of Fontana

Desktop Support Specialist | 07/2023 - Present

- Conducted user research and usability testing to gather insights, leading to a 20% improvement in user satisfaction and engagement across multiple projects.
- Collaborated with cross-functional teams, including developers and product managers, to create intuitive and user-centered designs that aligned with business goals.
- Led the redesign of a key product feature, resulting in a 30% increase in task completion rates and a more streamlined user experience.

ESRI (TEKsystems)

Desktop Support Specialist | 11/2022 - 04/2023

- Assisted clients with software resolution, achieving a 95% customer satisfaction rate.
- Maintained a daily calendar, providing prompt resolutions to clients worldwide.
- Deployed devices, updated Azure AD, and utilized SCCM, resulting in a 15% increase in operational efficiency.
- Conducted OneDrive training sessions, improving user proficiency by 25%.

ETOP Technology

Helpdesk Support | 08/2016 - 02/2019

- Provided technical assistance and support, achieving a 90% customer issue resolution rate.
- Wrote training manuals, contributing to a 20% increase in user competence.
- Maintained daily performance of computer systems, ensuring 99.9% uptime.
- Resolved technical problems with LAN, WAN, and other systems, resulting in a 15% reduction in system downtime.

Wells Fargo Dealers Services

Technical Specialist II | 04/2016 - 07/2016

- Responded and resolved tickets with a 98% success rate.
- Implemented patches and corrective actions, reducing security risks by 25%.
- Provided hardware and software support/troubleshooting, contributing to a 30% decrease in recurring issues.
- Tested, imaged, and cleaned PCs, laptops, and related hardware, ensuring optimal performance.

Kaiser Permanente

Virtual Support Technician II | 02/15 - 04/2016

- Resolved queries via service desk, email, IM, and phone (Approx. 80 – 100 requests daily).
- Installed and maintained hardware and software for 500+ users, achieving a 98% customer satisfaction rate.
- Collaborated with internal and external departments for application solutions, contributing to a 20% improvement in process efficiency.

San Bernardino City Unified School District

Help Desk Technician | 01/14 - 02/15

- Diagnosed and resolved Level One problems for 200+ users, ensuring 95% issue resolution.
- Provided one-on-one end-user problem resolution, resulting in a 30% decrease in recurring issues.
- Assisted Network Technicians in creating materials for end-user FAQs.
- Resolved technical problems with LAN, WAN, and other systems, contributing to a 20% reduction in system downtime.

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Education

Central Dauphin High School, San Bernadino, Highschool Diploma

General Education

Conduct UX Research and Test Early Concepts

Google, July 2024

Build Wireframes and Low-Fidelity Prototypes

Google, May 2024

Start The UX Design Process: Empathize, Define, and Ideate

Google, April 2024

Foundations of User Experience (UX) Design

Google, February 2024

San Bernadino Valley College, San Bernadino, Computer Information Technology Degree

Computer Science and Information Technology (In Progress)

Skills

- **Software:** Adobe Suite, Figma, Microsoft Office Suite (2007, 2010, 2013, 2016, 365), Windows (7, 8, 10, 11), Airwatch, Azure, AWS SCCM, ServiceNow, Bitdefender, Bitlocker, Okta, Cyberark, Quick Assist, Dameware, Autotask, Google Teams, Connectwise, Teamviewer, Numara (Footprints), Active Directory, Bomgar, Lotus Notes, NexDGen, Remedy, Secure Access, Netmotion, MFA.
- **Other Experience:** VPN, WAN and LAN, Sonicwall, Aruba Cisco VPN, Global Protect, Pulse Secure.