

**Name: Taoufik A.**

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## **Education:**

**Bachelor Degree in Information Technology** from Franklin University. Columbus, OH (2013)

## **Top Skills:**

Help Desk, Desktop/Technical Support, Service Desk, Customer Satisfaction, Application/Server/Network Monitoring, Problem-Solving, Hardware/Software, Administration/Installation, Customer Service, Billing Support. Project implementation, Devices Setup, Teaching, tutoring and working with teachers & kids.

## **Summary of experiences:**

### **====> Experience in Help Desk/Desktop Support/Restaurant Support:**

- 5+ years experience in communicating with the Level 1 Service Desk resources, addressing common problems, resolving technical problems, monitoring computer problems and questions. Resolve any inquiries, requests, and tickets submitted by clients, users, and customers.
- 5+ years experience working as a Help Desk Tier I Technician, Tier II, and Desktop Support.
- 2+ years experience in Aloha, CFC, POS, NBO, MenuLink and restaurant systems.

### **====> Experience in Problem Solving/ Customer Service/billing:**

- 5+ years experience in dealing with customers' questions and concerns. Ensuring high quality customer service and customers' complaints are handled professionally and accordingly.
- 2+ years experience in dealing with customers billing concerns and questions.
- 5+ years' experience in communicating with the Level 1 Service Desk resources, addressing common problems, resolving technical problems, monitoring computer problems and questions. Resolve any inquiries, requests, and tickets submitted by clients, users, and customers.

### **====> Experience in Hardware /Software/Project Administration/Issues and Team Work:**

- 5+ years' experience in installing hardware and software, diagnosing, and resolving technical hardware/software issues.
- 3+ years experience with Windows OS( XP. Vista. W7. W8 W10.). MS-DOS commands. PowerShell. Kernel. Python. Knoppix. Mac, Microsoft Office, Office 365, HTML, Web Applications, Web Design, MDM. EEM. Airwatch. Set up Mobile devices. Microsoft Server 2003/2008, Active Directory, Novell, VMware, VisionApp, VSphere, DOD, RDP, SCCM, VDI, VPN. IP/VIP, DHCP,DNS, Citrix, XenApp, iPads, iPhones, Surface Pro, ShoreTel, Exchange Server 03/10/ Outlook, Multiple ticketing systems such as HP Manager, Service-Now, and CRM. Basic knowledge with Linux/Unix, and SQL.
- 5+ years experience working in teams with different people from different levels of expertise.
- 5+ years experience working with projects and implementing new systems and platforms.
- 5+ years experience as a great team member/player.

### **====> Experience in Teaching, Tutoring, and school environment**

- 3+ years experience working with school materials
- 3+ years experience teaching, tutoring, and planning
- 3+ years experience working with kids, teachers, and educators
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## **Professional Experience**

### **➤ HCL America. Remote**

**March 2020- Present**

#### **❖ Level 2 Support Technician**

- Provide help desk call support for Oracle's Taleo applicant tracking system and Healthstream learning management system.
- Provide hardware / software / network problem diagnosis / resolution via telephone/email/chat for customer's end users.
- Route problems to internal 3<sup>rd</sup> level IT support staff.
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Administer and provide User account provisioning.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
- Respond to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders / incidents to appropriate support teams and follow up until closure.
- Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps; Provide remote desktop support and perform other activities based on SOPs.
- Perform user account management activities.
- Escalate complex problem to appropriate support specialists and teams.
- Troubleshoot client software and basic network connectivity problems.
- Identify, evaluate and prioritize customer problems and complaints.
- Participate in on-going training and departmental development.

### **➤ Tenet Health . Dallas, TX**

**Oct 2019- Mar 2020**

#### **❖ Taleo/Healthstream Tier II Remote Help Desk Support**

- Provide help desk call support for Oracle's Taleo applicant tracking system and Healthstream learning management system.
- Work with employees to troubleshoot, diagnose, and resolve system access and functionality issues.
- Provide one-on-one system coaching/training as necessary.
- Assist team in running reports and capturing metrics

### **➤ NEC Corp. Irving, TX**

**Oct 2018- Oct 2019**

#### **❖ Level 2 Support Technician**

- Provided technical assistance to corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Troubleshoot and performed root cause analysis of reported incidents when they relate to desktop computer and peripherals
- Developed or assist in development of documentation and standard operating procedures and customer

service guidelines relating to IT support of Retail Solutions support systems

- Provided Event Management support including
  - \* Daily monitoring / checks
  - \* Logging of noted issues
  - \* Troubleshoot or assist in troubleshooting of data center related issues
- Supported Customers thru inbound and outbound calls, email, and submitted tickets and review incidents and escalations.
- Worked with team members and management to ensure technical issues are handled and escalated.
- Provided case status updates to Customer and Retail Solutions personnel. Ensure customer satisfaction by advising customers on preventive measures, appropriate solutions and configurations which may impact product performance.

➤ **Lehigh Hanson. Irving, TX**

**Mar 2019- Jun 2019**

❖ **Level 2 Service Desk Analyst**

- Provided technical assistance to corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Logs all incoming customer calls, and measures taken to troubleshoot and resolve, into the IT incident management system with clear, concise language.
- Analyzes and resolves incidents and service requests from end-users in addition to all escalated issues in accordance with IT service level agreements.
- Troubleshoots the root cause of problems, not merely the symptoms, taking necessary actions to prevent problems from recurring.
- Assists users with, but not limited to, application issues, hardware problems, requests for hardware/software, mobile device/connectivity issues, passwords, LAN/WAN, new user accounts, access requests.
- Communicates directly with all levels of corporate and field based end-users, internal IT escalation partners and external 3rd party support vendors.
- As required, conducts personal appointments with users to resolve their support issues.
- Informs the user community of global problems or scheduled downtime using standard communication procedures and templates.
- Advises both field and internal IT technical services of current trends and issues that may impact their services to end-users.
- Works collaboratively with other support staff to foster a TEAM environment.
- Promotes teamwork by mentoring other technicians, providing training, sharing information and providing constructive feedback.
- Contributes to the creation of new knowledge-base (KB) articles or the modification of existing articles to ensure IT resource tools are up to date.
- Participates in after-hours on-call coverage and departmental staff meetings

➤ **Pei Wei Asian Diner. Irving, TX**

**Mar 2018- Mar 2019**

❖ **Restaurant Support Analyst**

- Provided technical assistance to restaurant and corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Supported in-house developed and third applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink, Taleo, OLO, and multiple restaurant systems applications.
- Remoted to restaurant registers, switch, and network to troubleshoot connectivity issues.
- Scheduled and followed-up of service with vendors; provide hardware, network, and peripheral device installation and troubleshooting.

- Used CCM,VNC,RDP to remote into restaurant File servers and terminals to troubleshoot any issues.

➤ **Brinker International. Dallas, TX**

**Jan 2017 – Dec 2017**

❖ **Service Desk/ Client Support Professional**

- Provided technical assistance to restaurant and corporate customers, vendors, service providers with the following: critical system failure, hardware or software issues, general questions, clarification on operational procedures, or require one-on-one training for specific functions with their personal computer.
- Supported in-house developed and third applications such Aloha Mobile, NCR, Radiant, KDS QSR Auto, Command Center, CFC, MenuLink,Taleo, any multiple restaurant systems applications.
- Remoted to restaurant registers, switch, and network to troubleshoot connectivity issues.
- Scheduled and follow-up of service with vendors; provide hardware, network, and peripheral device installation and troubleshooting.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.
- Troubleshoot Citrix connectivity issues.
- Used SCCM to remote into servers and VPCs to troubleshoot any issue.

➤ **D+H Financial Technologies, Irving, TX**

**Aug 2016 – Dec 2016**

❖ **Service Desk/Cloud Client Support Professional**

- Supported and assisted clients with any Citrix related questions.
- Used VMware to remote into servers and VPCs and troubleshoot any issues
- Supported XenApp and used it to access clients' servers and virtual machines.
- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.
- Used C3 cloud platform to access clients cloud portal. Troubleshoot any C3 log in or access issues.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Troubelshot Mobile devices tech issues.
- Added and configured mobile devices for clients.
- Ensure users' mobile devices are secure and back up their date using DLP policies.
- Escalated any client complaints and/or dis-satisfactions that are not fully resolved, to the Service Desk Team Lead, Service Delivery Manager, or VP of Client Services as appropriate.
- Monitored progress with Client to ensure all issues are addressed and resolved.
- Documented appropriate and relevant information gained regarding Clients, while solving or escalating Client Issues.
- Suggested improvements, upgrades or other appropriate Service Offerings to the benefit of the Client.
- Worked cohesively with regional teams and other groups to ensure client services and projects are deployed to plan.

❖ **Skills/Tools:**

Help/Service Desk, Cloud solutions. RDP. Server Monitoring. Documentation. Administration, Problem Solving, Decision Making, Communication, Providing Feedback, Upgrade and Improve system applications, Testing, Deploying, Troubleshooting, Customer Service, Devices setup, and Projects' implementation.

➤ **JWDanforth Company. Tonawanda, NY**

**Feb 2016 – Jul 2016**

❖ **IT Technician.**

- Installed, trouble-shooted and resolved any Citrix issues.
- Used Windows Server 2003/2008 for AD related issues including but not limited to users/groups access rights/permission.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Provided one on one, phone, and email support to troubleshoot users' technical problems.

- Went through users' requests, emails, and voicemails to provide and ensure tech issues' timely resolution.
- Set up and configure mobile devices for field technicians.
- ensure that end-users can easily plug and play data services for whatever device they are using.
- Worked with team members/management to come up with better strategies to tackle new tech problems.
- Created documents and templates for every procedure or how to steps for future use and for users.
- Configured and tested new assigned devices for users such as iPhones, iPads, Laptops, Surface Pros.
- Managed projects in place and ensure the completion by the due date and plan future projects.
- Setup workstations for new or relocating users and ensure they are ready to use the system.
- Used PowerShell to perform multiple admin tasks, manage registry, and access event logs.

❖ **Skills/Tools:**

Help Desk, Service Desk, Cloud solutions. RDP. Server Monitoring. Documentation. Administration, Problem Solving, Decision Making, Communication, Providing Feedback, Upgrade and Improve system applications, Testing, Trouble Shooting, Customer Service, Devices setup, and Projects' implementation.

➤ **M&T Bank. Getzville, NY**

**Apr 2013 – Dec 2015**

❖ **Tier II Help Desk Technician**

- Performed application installation and Win7 compatibility testing, task sequence troubleshooting.
- Communicated with the Level 1 Service Desk resources to document solutions to address common problems.
- Performed reimaging/upgrade desktops and laptops using Inline or PXE boot.
- Helped techs on sites/users with any reimaging and upgrading issues.
- Ensured that users have access to their machines and applications needed for their banking activities.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.

❖ **Skills/Tools:**

Help Desk, Testing, Troubleshooting, problem solving, documentation, and Customer Service.

➤ **EarthLink Business. Amherst, NY**

**Apr 2013 – Sep 2015**

❖ **Tech Care Analyst/ Help Desk.**

- Used good judgment and time effectively in responding to and resolving each issue or complaint to the customers' satisfaction. Resolution includes but is not limited to the following: Identify, research, and resolve technical problems, timely response to telephone calls and email requests for technical support.
- Accurately documented, tracked, and monitored problems to ensure a timely resolution.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Diagnosed and resolved technical hardware and software issues.

❖ **Skills/Tools:**

Help Desk, Desktop Support, Problem solving, Documentation, Communication, Customer Satisfaction and Customer Service

➤ **Teleperformance. Hilliard, OH**

**Jan 2012 – Mar 2013**

❖ **Inbound Tech-Support/ Customer Service Rep.**

- Helped customers with billing and technical questions.
- Accurately documented, tracked, and monitored the problem to ensure a timely resolution.
- Diagnosed and resolved technical hardware and software issues.

❖ **Skills/Tools:**

Tech Support, Technical Hardware/Software Issues, Customer Service, and Billing Support.

➤ **Zenith Academy. Columbus, OH**

**Sep 2008 – Jun 2012**

❖ **IT Personnel/ Tech Onsite.**

- Installed hardware and software as directed by administration.
- Helped teachers with computer problems and questions.

- Trained staff and students on how to use new technologies such as Smart-boards.
- Managed the school's computer lab and pcs.
- Managed the school's hardware, software, equipment, and server.

❖ **Skills/Tools:**

IT Support, Hardware/Software Administration/Installation, Smart-boards, and Teaching.

➤ **Zenith Learning Center. Columbus, OH**

**Sep 2006 – Jun 2012**

❖ **Teacher/ Teacher aid/ Tutor.**

- Tutored kids who needed help, and Helped teacher in their classrooms.
- Covered teacher's absence for multiple grades (kg-9).
- Assisted with planning, creating curriculums, and lesson plans

❖ **Skills/Tools:**

Teaching. Tutoring. Creating curriculums. Planning. Substitute.

## **References:**

Upon Request