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## Jeff Friend

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An IT Professional with over 15 years of experience in Healthcare and Software Engineering environments. Skilled at evaluation and implementation of cross platform hardware and software solutions to enhance business unit productivity. Experienced at developing procedures and workflows that facilitated ongoing collaboration with users, managers, and executive staff to provide technical solutions on a regional and global scale.

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### Soft Skills

Executive VIP Support	Manager (Retail and Healthcare)
Regional and Global Project Lead	Mentor for Helpdesk and Technicians
Developed and Led Client Standards for VMware	Tech Liaison for Internal Business Units
Level III Troubleshooting	Collaboration with External Vendors
Creative Problem Solving	System Administration

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### Technical Skills

**Windows Client** | XP, 7, 2000, 7, 8, 8.1, 10 | **Windows Server** | 2008, 2012, 2012 R2, 2016 | **MS Office** | 95 – 2016/O365 |  
**Linux** | RHEL, Ubuntu, Rasbian, Debian, Kali | **Classic Mac OS** | 7, 8, 9 | **OS X** | 10.0 – 10.15 |  
**VMware** | GSX, ESX, ESXi, Workstation, Nested ESXi, Fusion |  
**Mobile** | Windows Mobile, Windows CE, Palm, Android, iOS | **Platforms** | x86 32bit/64bit, ARM, RISC, PowerPC |  
**Networking** | Switches, Wireless, WAN, DNS, TCP/IP | **Web Development** | HTML, CSS, JavaScript, Scripting, Wiki |  
**Security** | Application, Cryptography, CEH, Web Security | **Virtualization** | Host Based, VDI, Cloud |  
**Service Now** | Administrator, Developer | **ITIL** **Mobile Device Management** | BlackBerry UEM, Airwatch, DEP, Intune |  
**End User and Support Documentation** **Evaluate Hardware for Usage in Enterprise Usage**

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### Knowledge Skills

AWS Certified Cloud Practitioner (Certified)	EC-Council - Certified Ethical Hacker v9 (Course Completion)
Introduction to Web Security – Stanford XCS100-003	Writing Secure Code – Stanford XACS131-056
Exploiting and Protecting Web Applications – Stanford XACS133-034	Using Cryptography Correctly – Stanford XACS130-058
Service Now Administration (Course Completion)	Service Now Asset Management (Course Completion)
Service Now Application Creation (Course Completion)	Service Now Discovery (Course Completion)
ITIL (Certified)	CompTia A+ (Certified)
Airwatch Associate (Certified)	

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## Experience

### **Silicon Valley Bank (Contractor) | Santa Clara, Ca (May 2019-May 2020)**

- Provide Tier 2 support and troubleshooting to end users at local and remote locations.
- Member of team that deployed Windows 10, Office 365 and new hardware into environment.
- Identified and assisted in the repair of out of data documentation and processes.
- Assisted in multi-site deployment of "Tech Café" using ServiceNow.
- Supported multi-site A/V to enable meetings and company wide conferences

### **Space Systems Loral (Contractor) | Palo Alto, Ca (2017-2019)**

- Led Beta Program and Production rollout of BlackBerry UEM Mobile Device Management solution.
  - Developed End User and Support Documentation for ongoing support
- Collaborated with management on development of onboarding process and ongoing support for executive staff.
- Led project to consolidate approximately 5000 users from two buildings into one within Business required timelines.
- Support users in a cross-platform environment that is domain, physical and network separated to enable data and resource restrictions required for military, Non-US Customers and IP protection.

### **VMWare, Inc. | Palo Alto, CA (2007-2016) - Deployment, Desktop Technician, System Administrator**

- Lead global group that developed policies and procedures used to provide client models that met technical and financial requirements while being available at all global engineering sites.
- I contributed to the server building, hardware testing, image qualification and Office\Teams 365 integration for a migration from an in-house imaging to a Windows 2016 based solution
- Directed project to create a single company wide set of Client Standards. This enabled reduction of available global models from 29 to 10 providing savings in relation to hardware on hand, image and system support.
- Built PaaS Hardware Store based on ServiceNow allowing users to choose from available client hardware models.
- Windows/Linux Server Management to provide services including image deployment, self-service software delivery, distribution of ISO installers, and pre-built Virtual Machines.
- Coordinated evaluation and testing of technologies for possible usage in environment; including drive encryption, VDI upgrades, Mobile Devices, Touchscreens, Windows 10 deployment methods and wireless accessories.
- PaaS Administrator, Support and Developer for Web Based App allowing Add/Remove/Change requests to Global DataCenters through ServiceNow based interface.
- Lifecycle Management of client hardware through ongoing collaboration between Vendors, Management, Business Units and Global Support Groups.

### **Novellus, Inc | San Jose, CA (2006 – 2007) – Deployment, Desktop Technician**

- Provided direct support for Executive Staff including desktop and conference room hardware.
- Handled break/fix of hardware located in clean rooms, requiring wearing a "bunny suit".

### **Ochsner Clinic Foundation | Jefferson, La (2001 – 2005) Desktop Technician, Clinic Team Lead, Clinic Project Manager**

- Lead team of 8 technicians that provided support for main campus and 15 satellite clinics.
- Primary contact for support of VIP Doctors and Executive Staff in clinic.
- Provided assistance with support of Hospital systems as needed, including Operating Rooms.
- Primary support for all Apple based systems, including Cardiology, Medical Illustration and Audio Visual Departments.
- Lead project to upgrade and expand Clinic IT systems to enable HIPPA support, digital patient records, integration of Doctor's notes and digital pharmacy records via OCW application built in accordance with HIPPA regulations.
  - Replace 2000+ mainframe terminals with Dell PC's.
  - Install additional 2000 PC's into exam rooms and areas needing coverage.
  - Replace 300+ dot matrix printers with 500+ laser printers.
  - Deploy in-house built Ochsner Clinical Workstation on all PC's to be used as the default method of accessing and working with Patient Records.

### **Hurricane Katrina | Ochsner Clinic Foundation (August – September 2005)**

- Returned to site via National Guard convoy after initial evacuation to assist the team that stayed onsite during the storm.
- Provided network and computing resources to FEMA, The Red Cross and The National Guard while they used the Hospital as a base of operations.
- Collaborated with Network, Logistics and Facilities teams to bring IT systems back online.