IT FIELD ENGINEER

Summary

"Jack of All Hats, Master of Trouble Shooting and Customer Facing". IT Specialist. Looking to be an asset to your team. Specializing in "learning on the fly". Advance Troubleshooting, Above average Customer Facing. To include internal and external customers.

Skills

- Windows 10 Advance People Skills
- Windows 7 Muti-Tasker
- Linux (Basic) Team Player
- CISCO Networking Learning on the Fly
- Troubleshooting
- Hardware and Software
- Troubleshooting

Experience

IT Field Engineer

September 2013 to April 2017 Heartland Dental ï¼ Lewis Center , OH

- Tier II/III Support 65+ Locations SC & GA.
- Track and monitor issues utilizing Remedy, to ensure a timely resolution.
- Configures and installs all Technical Equipment within the facilities assigned.
- Troubleshoot and resolve all hardware, software and networking issues.
- Create and Deploy OS (Windows 10,7 & Linux Ubuntu) images.
- Utilizing SCCM and/or SystemPrep via MDT.
- Support all outages and Hardware Failures.
- Maintain Asset Inventory.
- User Password Reset via Active Directory.
- Administer Encryption issues, via DDPE.
- Project Management for the deployment of new technologies in the assigned area.
- Support new locations.
- Installing and configuring all technical equipment.
- According to company specs.
- Support sold and close locations.
- By removing all technical equipment.
- Shipping devices to their specified locations.

IT Customer Service Engineer

August 2012 to August 2013 Amentum ï¼ Kennedy Space Center , FL

- Â Provide Tier I/II IT support to field engineers, technicians and military personnel.
- Track user issues in Remedy.
- Issues to include WorkStation, Printers, Digital Scanners and VOIP phones.
- Adds devices to the network, created user accounts, setup email exchange, and reset user passwords using Active Directory.
- Updates user accounts and permissions.
- Using Active Directory.
- Updates MAC filtering log.
- To ensure users are in compliance.
- Performs Networking functions on CISCO Switches.
- To include clearing port security and maintaining user interfaces.
- Contributes to the successful completion of organizational projects and achievement of goals.
- Conducts technical analysis of product implementation, modifications, and enhancements to products.
- In accordance with specific customer specifications.

ADPE Lead Technician

August 2011 to August 2012 Exelis ï¼ City , STATE

- Supervise 10 Technicians.
- Prepare weekly work schedules and rotations.
- Provide biweekly technical training to all technicians.
- Conduct weekly team meetings.
- Write performance reviews for each technician.
- Interviews prospective candidates Created OS images for workstations and servers.
- In accordance to customers network specification.
- Troubleshoot unclassified and classified computer systems and applications.
- Troubleshoot Windows operations systems, Hardware and Software issues.
- Installed Software applications: IWS, Office 2003 Office Professional Suite, Symantec security client.
- SMS Client, Tumbleweed, Pure Edge, Active Client, McAffee HBSS Client, Windows XP and Server 2003 Perform Retina Scan on OS

images for IA compliance.

- Performed data recovery on failed harddrives using various hardware and software tools.
- Create new computer accounts in AD.
- Create DHCP reservcations.

IT Field Technician
February 2011 to August 2011 Fresenius Medical Care ï¼ City , STATE

- Support 65+ Locations SC & NC.
- Track and monitor issues utilizing Remedy, to ensure a timely resolution.
- Configure and install all Technical Equipment within the facilities assigned.
- Troubleshoot and resolve all hardware, software and networking issues.
- At the Tier II /Tier III Level.
- Create and Deploy OS (Windows 10,7 & Linux Ubuntu) images.
- Utilizing SCCM and/or SystemPrep via MDT.
- Support all outages and HardwareFailures.
- Maintain Asset Inventory.
- User Password Reset via Active Directory.
- Administer Encryption issues, via DDPE.
- Project Management for the deployment of new technologies in the assigned area Support new locations.
- Installing and configuring all technical equipment.
- According to company specs.
- Support sold and close locations.
- By removing all technical equipment.
- Shipping devices to their specified locations.

IT Field Systems Support
February 2010 to March 2011 Woodforest National Bank ï¼ City , STATE

- Support 29+ Branch locations in the state of South Carolina.
- Troubleshoot and Repair ATM hardware and software devices.
- Install, troubleshoot computer workstations hardware issues.
- Install software via Altiris.
- Troubleshoot banking software applications.
- Troubleshoot Network and local Printer issues.
- Trouble and replace failed network equipment.
- Support Network Outages.
- Support build-out of new locations.
- Installing and configuring all technical equipment.
- Support decommission of closing branches.
- Removing all technical Equipment.

Data Security Administrator
March 2009 to February 2010 Blue Cross Blue Shield ï¼ City , STATE

- Create, modify, delete, maintain and monitor system access IDs for corporate Email systems (Novell, TAO and MS Exchange 2007) Maintain and Administer Windows Server 2003 and Active Directory, LAN, Enterprise Server (RACF), Remote Access, Web Browsing and application level security databases.
- Review, verify and implement security requests.
- Provide instruction and problem resolution to external customers and internal employees.
- Perform system access reviews to ensure compliance with the corporate policies and standards.
- Code and maintain queries to extract data from the enterprise server.
- Prepares, audits, and analyzes security reports.
- To develop risk analyst scenarios and response procedures.
- Provide Level II & III Technical Support of Internal & External users.

Network Systems Technician
October 2006 to March 2009 United Parcel Service UPS ï¼ City , STATE

- Support 800+ users in a call center environment.
- Providing Tier II technical support.
- Installed and configured new workstations.
- Managed all call center equipment.
- To include PBX, AS400, Servers(Virtual), CISCO Routers and Switches.
- Schedule Backups to ensure 100& data and systems security.

Education and Training

Bachelor of Science : Information Technology , 2007 American Intercontinental University ï¼ City , State , USA Information Technology
Associate of Applied Science : Information Technology , 2006 ITT Technical Institute ï¼ City , State , USA

Skills

Active Directory, AD, analyst, AS400, ATM, banking, Basic, call center, CISCO, CISCO Routers, closing, Hardware, SC, Encryption, Client, databases, DHCP, Edge, Email, IDs, instruction, Inventory, IT support, LAN, Linux, MAC, meetings, Access, exchange, MS Exchange, Office, Windows 7, Windows, Windows XP, Enterprise, Network, Networking, Novell, OS, organizational, PBX, People Skills, performance reviews, personnel, policies, Printer, Printers, problem resolution, Project Management, RACF, Scanners, Servers, Shipping, SMS, Install software, Software Troubleshooting, specification, Switches, CISCO Switches, Symantec, Team Player, technical analysis, technical support, Technical Support, technical training, technician, phones, Troubleshoot, Troubleshooting, VOIP, Web Browsing, Windows Server