Anthony Jennings

Dallas, TX
atxemtp@yahoo.com - 15057300528

Willing to relocate: Anywhere

WORK EXPERIENCE

System Administrator

HCL America @ ClubCorp   -   Dallas, TX -

May 2017 to Present

Supporting Windows 7 and XP
◦ 100% hardware/software phone support for users outside of headquarters office
◦ Hardware support for Pint of Sale terminal (POS)
◦ Aloha application support for POS
◦ ProphetLine application support for POS
◦ Use remote assistance and remoter desktop support
◦ Image POS Terminals
◦ Managed user and computers in Active Directory
◦ VPN troubleshooting for hard token
◦ Epson & Zebra printer support and troubleshooting
◦ Printer troubleshooting to determine repair/replacement
◦ Software support for MS Office, and many other software platform

Senior Desktop Support Analyst

HCL Americca @ Dean Foods   -   Dallas, TX -

January 2015 to May 2017

On-site and remote hardware/software support for 6000+ user
◦ Provide desk side support
◦ Managed user and computers in Active Directory
◦ VPN support for remote users
◦ Trouble shooting printer issues
◦ Onsite asset management/inventory of new, spare, and loaner equipment
◦ Managed user and computers in Active Directory

End User Support Analyst III

Dean Foods -

May 2014 to December 2014

Travel PC refresh
◦ Remote PC refresh
◦ Increase 1st call resolution by educating the service desk

◦ Maintained asset inventory accuracy
◦ Receiving and shipping new inventory as well as returned equipment
◦ Executive support
◦ Printer support
◦ Software support for MS Office, AS400, and many other software platforms

Desktop support technician

Robert Half Technology -

March 2014 to April 2014

100% phone support using logmein123.com
◦ Assisted customer in troubleshooting computer and printers issues
◦ Add and remove devices and program
◦ Provide Office suite application support

TEK Systems -

March 2014 to March 2014

Provide 100% phone support using Bomgar
◦ Installing dumb terminals
◦ Swapping Windows XP to Windows 7 PC
◦ Copying data and application support

Desktop Support Technician

Robert Half Technology -

September 2013 to February 2014

Supporting Windows XP
◦ 100% hardware/software phone support for about 7,000 users outside of headquarters office
◦ Phone and desktop hardware/software support for about 250-300 users at headquarters location
◦ Use remote assistance and remoter support for XP user support
◦ Image computer using Empirum software
◦ Managed user and computers in Active Directory
◦ VPN troubleshooting for hard token
◦ Zebra printer support and troubleshooting
◦ Printer troubleshooting to determine repair/replacement
◦ Blackberry set up support using Blackberry enterprise server

Network engineer II

DG Fast -

September 2013 to September 2013

Provided 100% phone support
◦ Assisting customer with troubleshooting connection issue via Satellite/Internet connection
◦ Confirming the ability of the customer to receive programing

Deskside Support Technician

IBM -

December 2011 to August 2013

On-site hardware/software support for 400+ user
◦ Provide desk side support
◦ Provide remote desktop support using SCCM
◦ Image new and used equipment using SCCM
◦ Managed user and computers in Active Directory
◦ VPN support for remote users
◦ Laptop/Projector set-up
◦ Trouble shooting printer issues
◦ Onsite asset management/inventory of new, spare, and loaner equipment
◦ Serve as hands/eyes for network support

Computer Consultant

Multiple companies IBM, Dell -

September 2008 to November 2012

Hardware support (Installing or replacing equipment)
◦ Inventory of equipment
◦ Hands on support for Dell and HP servers

Education/Certificates in:
2010 Comptia A+ Certification

Desktop Support Technician

Intuit -

April 2011 to October 2011

Provided desk side support
◦ Provided remote access support
◦ Managed user and computers in Active Directory
◦ Image computer using Land desk software
◦ Assisted with inventory control
◦ Software/Hardware support for over 500 users on site
◦ Provided user support for both Mac and PC
◦ Imaged new and reimaged reused Mac and PC equipment

Field service technician

Smartech -

April 2010 to July 2010

Replacement computer hardware repair for Dell desktops and laptops
◦ Responsible for inventory control of new and disposal/return of damaged parts

◦ Managed paperwork for each repair including travel and expense reporting

Projects/Short term contracts

Client-On Site troubleshooting w/power tester

Dell Foundations -

2008 to 2008

Customer Experience V.2.5 and Client Soft skills
2003 Comptia Network +
Developing Microsoft .NET Application for Windows
Programming with Visual Basic .NET
Programming with Microsoft ADO.NET
Developing XML Web Services using Microsoft ASP.NET
Building COM+ Applications Using Microsoft .NET Enterprise Service
Introduction to Visual Basic .NET/Programming with Microsoft .NET
Developing Web Applications using Microsoft Visual Studio .NET
Analyzing Requirements and Defining Microsoft .NET Solution Architectures
Programming/Administering a Microsoft SQL Server 2000 database

Lance Corporal

USMC -

1983 to 1983

EDUCATION

Other

SKILLS

STAFFING (Less than 1 year)

MILITARY SERVICE

Branch: United States Marine Corps

Rank: L/cpl E-3

CERTIFICATIONS/LICENSES

Network+

2003 to Present

A+

2011 to Present

ADDITIONAL INFORMATION

Skills
• Able to work independently of supervision, and work effectively with all staffing levels, supervisor for 3-6 employees.
• Easily adapt to use of and support of multiple software applications.
• Support of end-users on multiple operating systems including Win2K Win XP, and Win 7.
• Hardware and software installation and support.
• Desktop and Network support specialist supporting DCHP and static IP.
• Effectively and efficiently resolve a wide variety of trouble or support tickets.