



PIERCEN HUGHES

210-307-7697

Piercenhughes1@yahoo.com

Professional Summary:

Certifications: Cloud Practitioner (AWS) – VCA-DCV6 (VMware)

Austin Community College (2023 - Present) - Bachelors of Computer Science

Nucamp Full Stack Bootcamp Graduate (2023) – HTML/CSS/JS/Python/Postgres/Docker/SQL/SQLScripting

I am a highly friendly, and eager to learn IT professional. Highly responsive, with the ability to resolve technical issues clearly and concisely with end users. Web development is what I am passionate about.

<https://precious-tanuki-87cb0d.netlify.app/> Please check out my portfolio.

AREAS OF EXPERTISE

IT – 5+ Years of Experience – Call Center Experience (3 Years) – AWS Cloud Practitioner - VMware Certified VCA-DCV (Obtained 1/31/17). Desktop Support (4+ Years), Active Directory (4 Years), Microsoft Office (4 Years), Service Now (2 Years) HEAT Ticketing System (1 Year), Windows XP, Vista, 7, 10. Remote Support (4 Years), Equipment Setup (5 years), VMware VeloCloud Administration (1 Year) VMware Administration (1 Year), Veeam Administration (1 Year) MAC (1 Year) ERP systems (1 Year)

PROFESSIONAL EXPERIENCE

HostIT Solutions – San Antonio, TX 5/24/20 – Present

Service Desk Supervisor

- Ensure the timely response for services provided to our team
- Provide leadership for the technical support delivered to both external clients and internal colleagues
- Lead day to day system analyst activities and prioritize projects to ensure service at the highest level
- Tracking and reporting activities and developing processes and procedures to continue to advance best in class service
- Serve as a critical part of the technical support team, working within existing frameworks but also proposing enhancements and suggestions on ways to improve
- Manage ticket assignment and work to achieve SLA's.
- Track performance indexes which include incoming calls, outgoing calls, and open aged calls.
- Create good working relationships amongst members of the help desk team to ensure smooth flow of work and to improve overall performance.

- Assist, guide, and coach the team in installing, configuring, testing and troubleshoot end-user workstations/laptops and other related hardware and software
- Create and modify user accounts in all approved systems change requests
- Responsible for software and hardware inventory and overall asset management
- Work with 3rd party vendors on projects and to resolve issues
- Continual Development of IT Procedures and Documentation
- Timely follow-up with internal customers
- Perform analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions.
- Assist in the deployment, monitoring, maintenance, development, upgrade, and support of IT systems and associated hardware.
- Maintain and ensure all IT systems and all associated hardware, software and business applications are operational and assist where needed.
- Work with other IT colleagues and IT leadership to define hardware and software standards and needs.
- Support, manage, and administer software and application services and products across the organization.
- Assist in planning, monitoring, and recording software licenses and hardware assets to ensure compliance

Eplexity - Denver, CO 11/24/19 – 5/24/2020 (6 Month Contract)

Desktop Support / Cloud Practitioner

Support multiple different environments. Perform remote and physical troubleshooting when needed. Maintain and act on alerts from Logic Monitor/Zabbix. Manage issues and problems with: Staging, VPN, Remote Desktop, Windows Updates, Veeam Backups, Outlook/Exchange, VMs, VMware, Access, Java, Printers. Perform server patching on VM's, utilize Veeam back-ups. Create workstations in AWS. Monitor Linux servers/putty in to clear storage/session issues.

USAA – APEX - San Antonio, TX 8/28/18 – 9/28/19 (12 Month Contract)

IT Remote Support RS 10/14/18 – 9/28/19

Provide leadership/insight on the full scope of level 2 support. Maintain bucket escalations from RSS and Service Desk. Provide level 2 support for USAA's 30K+ employees. Create/Edit/Maintain knowledge base articles to be used for Level 1 & Level 2. Drive the analysis/resolution of issues related to: Software, Networks, Servers, Remote Access, Active Directory Management, Windows Administration. Perform all the functions of RSS if needed.

IT Remote Support Specialist RSS 8/28/18 – 10/14/18

- Migrate, Provision, Clone, Create, Delete Virtual Machines
- Add storage/upgrade VM's
- Connect Work from Home employees via VPN to the USAA network
- Troubleshoot Cisco routers using show commands
- En-roll VIP tokens, Register Virtual Machines (VDA Troubleshooting)

- Troubleshoot Virtual Machines through Citrix Director, VMware vSphere, Skype (Business).
- Maintain a backup clone VM for every primary VM.
- Troubleshoot USAA Network Devices/Software: HP Thin Clients, Symantec VIP token, Cisco Phones (CCMP), Microsoft MicroPC, VMware Velocloud (VPN), MS Office, Adobe, VMware, AD, IE/Chrome.
- Assist Level 1 if an escalation is needed

KFORCE – RBFCU - San Antonio, TX 5/8/17 – 10/17/17 (6 Month Contract)

IT Service Desk Analyst

Receive inbound calls from employees, distributed from a queue. Document each call received and assess the impact/urgency (Priority) of the incident.

- Close the ticket, escalate, or reassign tickets based on a 6-minute target resolution time.
- Maintain a personal First Call Resolved (FCR) rate of 70%+
- Resolve open personal, or team tickets by contacting clients and working directly with end users. (Bank Teller – Sr. Executives)
- Troubleshoot all branch devices to include: Multi-Functional Printers – Lanier, Burroughs check scanner, TCRs, Topaz Signature Pad, Verant ID Scanner, Polycom, Marketing Boards, Rate Boards, DMPs, IGEL Thin Client (Citrix), Dell Desktops (Windows 7), Verifast Card Reader, Laser Printers (Kyocera), Check Printers, Workstation peripherals (Keyboards, Mice, Etc.), SSO, Avaya Phones.
- Environments/Software: AD Administration DNA, TMAGIC, eFUNDS(FIS), LoansPQ, DealerTrak, WireXchange, Vertifi, Avaya, Adobe Acrobat, Internet Explorer 11, Windows 7, Microsoft Surface, VMWare, Citrix, IGEL/UMS, iPhone 6, RSA Integration, Office Depot Supply orders for the IT Department, Microsoft Office
- Perform all actions within the standards and protocol of the IT Department. Obtain all information needed for proper workflow to maintain SLAs. Maintain all Service-Level Agreements.
- Maintain a bucket/inbox with a high frequency of requests. Maintain a strong knowledge of software and their current updates. Have a strong understanding of the equipment/topology of the network. Maintain the ability to explain a technical resolution to a technical, or non-technical end user. Ability to understand, learn, and adapt to new problems or resolutions.

Host It Solutions – San Antonio, TX December 2014 – 2017

Technology Support Technician Level 1

- Receive assigned tickets from software queue. Resolve open tickets by contacting clients and working directly with end users. 5000+ users.
 - Document each call received. Close the ticket or contact System Administrator assistance
 - Troubleshoot and replace equipment. Responsible for having company equipment on hand.
 - Assist remote users with connectivity issues, remote printing, VPN connections, new devices, password recovery, recovery account.
 - Troubleshoot IP conflicts, Setup new IP based devices for static and DHCP assignments
 - Drive Mapping errors, accessing network resources, application errors
 - Network documentation: maintain spreadsheets of client networks, host environment, network outlet ID mapping.
 - Resolve virus, spyware/malware, updates/errors
 - Assist users in both Microsoft and Apple environments
 - Frequently shadow Sr. System Administrator in server room
- Environments:** Dell Laptops, PCs, Surface, Mac, HP printers, Outlook, Office 365, AD, VMware, Credit Card Machines, Digium PoE phones, Windows XP,7,10 2008,2012 R2 Server.

ACKNOWLEDGEMENTS

- #1 Remote Support Technician (Tickets Resolved – USAA)
- Resolved a major network disconnection, the business was unable to log in, sell product, receive calls for 30 minutes.
- Obtained VCA-DCV 1-31-17 – Obtained Cloud Practitioner 3/13/20
- Completed and Pass – VMware Install, Configure, Manage vSphere 6
- Computers are my hobby & passion

EDUCATION

Canyon High School– New Braunsfels, TX 08/2013-06/2014 – Diploma

VMware Install, Configure, Manage vSphere 6

Continuous internship with a Sr. System Administrator

REFERENCES

David Lozano – Host It Solutions Juan Avila – USAA

210-771-0550

210-913-5826