PIERCEN HUGHES

FRONT END
DEVELOPER - SERVICE
DESK SUPERVISOR

CONTACT

210-307-7697

piercenhughes1@yahoo.com

www.piercenhughes.com

Austin, TX

www.linkedin.com/in/piercen-hughes-617044188/

SKILLS - CERTS

VCA-DCV VMware Certified Associate

AWS Cloud Pratitioner

ReactJS

CSS/SASS

JavaScript

Docker

Django

postgres

EDUCATION

Austin Community College

AAS Computer Science

2023-2025

Nucamp Front & Back End Grad 2023

CSS/JS/Python/Postgres/Docker/SQL/SQLScripting/Git/Bash/Django.

Canyon High School

2014-2015 Diploma

PROFILE

Highly responsive IT Professional, with the ability to resolve technical issues clearly and concisely with end users. Web development & Service desk management are what I am passionate about. I have 7 years experience in the IT industry.

WORK EXPERIENCE

Jr Front End Developer

HostIT Solutions

2022-Present

- Consult with clients for website proposals
- Provide mockups from Figma/Sketch, site examples
- Design beautiful apps with ReactJS/TailwindCSS/SASS/HTML/CSS/JS
- Version control with GIT
- Test, and have a keen eye for edge cases.
- Work in an Agile/Lean development environment.
- Work closely with product designers to realize concepts and visions.
- Test-drive clean, quality code, and work closely with other Agile team members.
- Help drive tasks to completion.
- Perform root cause analysis, technology evaluations, and design spikes.
- Enthusiasm to learn and grow.
- Resourceful self-starter with creative problem-solving skills who's willing to take ownership of results.

Service Desk Supervisor

HostIT Solutions

2020-Present

- 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

T E C H N O L O G I E S

- DNS/DHCP Troubleshooting
- Azure Administration
- Office Admin Portal
- Service Now (2 Years)
- Active Directory (5 Years)
- Microsoft Office (4 Years)
- Windows XP, Vista, 7, 10, 11
- Remote Support (5 Years)
- Equipment Setup (5 years)
- VMware VeloCloud Administration
- VMware Administration (1 Year)
- Veeam Administration (1 Year)
- MAC (1 Year)
- ERP systems (1 Year)
- Call Center Experience (3 Years)
- Desktop Support (4 Years)
- Teams (3 Years)

R E F E R E N C E S

David Lozano - Host IT Solutions Owner

✉ david@hostittx.com

Juan Avila - IT Manager USAA

✉ juanavila@usaa.com

W O R K   E X P E R I E N C E

Eplexity

Desktop Support / Cloud Practitioner   11/24/19 – 5/24/2020 (6 Month Contract)

Support multiple different environments. Preform 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. Preform server patching on VM's, utilize Veeam back-ups. Create workstations in AWS. Monitor Linux servers/putty in to clear storage/session issues.

USAA

IT Remote Support RS L2   10/14/18 – 9/28/19 (12 Month Contract)

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. Preform all the functions of RSS if needed.

- Migrate, Provision, Clone, Create, Delete Virtual Machines
- Connect Work from Home employees via VPN to the USAA network
- Troubleshoot Cisco routers using show command
- En-roll VIP tokens, Register Virtual Machines (VDA Troubleshooting)
- Troubleshoot Virtual Machines through Citrix Director, VMware vSphere
- Maintain a backup clone VM for every primary VM
- Maintain and ensure all IT systems and all associated hardware, software and business applications are operational and assist where needed.
- 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

Service Desk   8/28/18 – 10/14/18

- Maintain a personal First Call Resolved (FCR) rate of 70%+

- 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

- Preform 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.