

Contact

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Top Skills

Problem Solving
Customer Support
Communication

Ralph Recinto

Sr. IT Helpdesk Analyst at Hero Digital, LLC
South San Francisco, California, United States

Experience

Hero Digital

4 years 4 months

Sr. IT Helpdesk Analyst

February 2022 - Present (1 year 8 months)

- Created policies and administered JAMF Pro, Okta, Google, Microsoft Office 365, and Jira

Atlassian to advance workflow

- Improved All Hand Space, configured Zoom Rooms, and controlled audio visual for

conference meetings to streamline communications

- Led all operational tasks for office relocations by reconfiguring servers, network

equipment and peripherals

- Spearheaded integrations with 3rd party vendors to establish softwares introduced to

the company

- Implemented Jira boards for teams improving their workflow by centralizing their

requests into one bucket

- Managed Sophos antivirus for employees to protect users on potential cyber threat

IT Analyst

June 2019 - January 2023 (3 years 8 months)

Clover Health

2 years 7 months

IT Engineer I

May 2018 - June 2019 (1 year 2 months)

-Troubleshooting access and file directory within AWS S3, cyberduck, and jamf policies using terminal and jumpcloud platforms providing solutions to user issues and providing company security for access compliance

- Consolidating licenses in multiple applications through user audits which allow company to save costs and ensure user licenses are up to date and in use

- Assists in scheduled network maintenance via Network functionality reports, Meraki, Palo Alto Networks, Ruckus, and Cisco Systems Hardware

- Collaborates effectively with Network engineering team to configure network ports to associated vLans where rules and permissions are updated or newly created for standardization of security and technology infrastructure architecture supporting Clover's business needs

- Control audio-visual production for all Clover events and all hand meetings, in charge of machinery for audience and speaker audio, ensure projections for visuals work properly creating a seamless and dynamic experience for the audience and speaker/s during events

- Jamf management, creating polices, smart groups, application add on via self service.

IT Specialist

December 2016 - June 2019 (2 years 7 months)

San Francisco Bay Area

- Currently administrating the roll out of Google MDM for all employee mobile devices creating a secure mobile device environment for all Clover employees.

- On a weekly basis, perform imaging tasks and data migration for all end user assets used by current employees, new hires, and exited employees ensuring all machines are security compliant with up to date software applications allowing Clover employees to have all they need to work productively and securely.

- Collaborate with Network engineering team to configure network ports to associated vLans where rules and permissions are updated or newly created for standardization of security and technology infrastructure architecture supporting Clover's business needs.

- On a weekly basis, perform onboarding tasks for new hires, varying from 5-10 people, including platform training, 2FA creation, and getting new hires started to have a smooth transition to Clover.

-On a daily basis, support and resolve an average of 15 service requests investigating various technical issues from internal customers, also triaging requests to the appropriate support groups producing an agile workflow, proper troubleshooting, and completing each request within less than a 24-hour time frame.

-Steer headed an integration project from Ring Central application to Zoom utilizing SIP for all conference rooms providing teams and employees to have more constructive and beneficial meetings with stronger network connectivity and remove audio and video issues prior to integration.

Mozilla

IT Support

August 2016 - December 2016 (5 months)

- Support and troubleshoot user machine in Windows and OSX environment
- Image and deploy Windows and OSX (Casper Suite, Acronis)
- Replacements on hardware (mice, keyboards, monitors, polycom, etc.)
- Create Vidyo Vitruual Rooms for users
- Coordinated with team on projects
- Instruct new hires with mozilla services (Crashplan, IRC chat, Google apps, Ldap, Firefox, Duo Security)
- Install or reinstall applications
- Deploy software licenses with instructions (Ms Office, Adobe Acrobat, Viscosity VPN, etc.)
- Diagnose and repair network connectivity & hardware issues
- Remotely accessing user's computer with LogMeIn-Rescue application to troubleshoot

KKR & Co. L.P.

Desktop Engineer Intern

February 2016 - July 2016 (6 months)

- Troubleshoot and provide desktop support to 5+ end-users running Window 7 workstations and laptops daily
- Tracked and reported 50-100 support issues through a ticketing system (Manage Engine Service Desk)
- Responsible for setup, configuration and delivery of workstations, phones, and mobile devices
- Provide desktop application support and resolution; Box, Microsoft Office, windows explorer

- Setup/troubleshoot 5 - 10 audio, video and web conferences with other global office locations daily
- Provide support for digital imaging, fax, printing, and copying
- Organized and maintained hardware and software inventory
- Prepared and Imaged / reimaged 10-20 ThinkPad laptops monthly for new hires and employees
- Collaborated with Executive assistance daily to gauge visitors' technology requests and arrange laptops, docking stations, peripherals, etc.

year up

Year Up student

2015 - 2015 (less than a year)

- Developed problem solving and critical thinking skills
- Collaborated with colleagues daily on projects, outside activities, and volunteering

Classes:

- Business Communications
- Information Tech Foundations
- Web Dev fundamentals
- Professional skills
- Network System administration

Advantage Rent A Car

Sales Representative

2014 - 2015 (1 year)

Burlingame

- Motivated team competitively in a friendly matter and professional way to increase sales
- Adapted building rapport with customers
- Developed social skills in a professional way
- Provided great customers service taking care of 50+ renters daily
- Explained rental fees, policies, and procedures

Education

Year up

· (2015 - 2016)

Skyline College

