**Ricardo Chavez**

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**Summary**

* *As a Support Engineer and* Communications Manager*, worked for reputable companies such as, Microsoft, Swedish Medical Center, Infospace (AKA Motricity) and T-Mobile*. Providing Excellent technical and customer service to Doctors, Directors, Administrators, Developers, Stakeholders and paying customers. Excited and confident to join a team that will afford me the opportunity in exercising my expertise in monitoring a variety of processes relating to COS/SOC/NOC/Data Centers business applications and internal/external connectivity, managing PCs and mobile devices from the Cloud Network.
* MCP Certified in Windows 2000 – Pro, Server, and Directory Services Infrastructure.
* *Experienced with white boarding, opening and delegating bridge and triage for Tier II and III level, reproducing issue on test environment, providing results, and escalating and engaging with Tier II and III Engineers, developers, and Product Group*.
* Supported Windows Server 2003, EBS 2008HPC Server 2008Server 2008 R2, Server 2012, Server 2012 R2, and Server 2016
* Have worked at Incident Manager triage, white boarding, time keeping, open bridge (internal/external) and provided post mortem.
* Created, and used OneNote as my single use for *keeping all of my notes. Organized, printed, shared and searched important information for processes related to building and managing Azure Environment, how to install SCCM and its requirements, etc.*
* Leveraged Intune Service Health via O365, and Azure Intune Blade → Tenant Status Dashboard to locate current outages, current issues, and for updates reported relating to O365 and MDM (Intune)
* *Responded to Critical, Major and Warning Alerts on MOM, SCOM, NNMap, Mercury BAC, Sitescope, Gomez, etc related to network outages, application failures, SAN Storage, backup issues, Server Disc space issues, SQL Spotlight, etc.*
* Installed, configured CRM and ERP products (NetSuite and SAP Business) for Treasury Room and while Intune Systems Administrator.
* Excel for asset inventory, starting/disabling of SCOM servers, sorting and filtering.
* Used existing PowerShell scripts for deployments, and for troubleshooting hardware (within Microsoft Azure, Office 365, Azure DevOps, MS build, Visual studio environments.
* Built Azure environment (test environment) while supporting Admins (customers) with on prem/hybrid install, setting up dashboards, accessing features and services and create Policy CSPs (configuration service provides), and provide options in setting up Role-based access control (RBAC).
* *Escalated issues to the appropriate owner, management and communication of on-going system issue globally using email, messaging, and paging system.*
* Managed system communication with stakeholders, provided technical expertise to perform root cause analysis of service interrupting incidents.
* Used MacOS for configuration of iOS devices.
* Pulled (MacOS devices) out of ADO Pipeline and ran PowerShell bootstrap (for imaging MacOS from 11.3 to 11.4, from 11.4 to 11.5, etc.) scripts for MSFT Developers using ARD (Apple Remote Desktop) scripts converted to Text Editor and manipulated PowerShell scrips in restoring device/s to original location in the Pipeline.

**Education:**

* BA Organization and Management – Northwest College, Kirkland, WA 2000 – 2002
* Certifications (MCP) Windows 2000 – Prometric Bellevue, WA 2000 – 2002
* Currently enrolled Simplilearn in pursuit of ITIL 4 Foundation Certification

**Professional Experience:**

**Peloton/Precor Interactive Woodinville, WA**

**HCL – Onsite Service Desk Support Engineer II 4/2022 to 8/2022**

Triage, own and resolve Tier 1 and 2 Service Desk requests, responding to customer requests via Jira ticketing system, Slack phone/video conference and chat. Providing first touch resolution for 80% of requests while meeting established SLAs, provisioning applications (SCCM, O365, Firmware, SAP, Pulse, Zscaler, Adobe Creative Cloud xWedge, etc.) according to documented processes to ensure compliance and fiscal responsibility while following documented and established escalation procedures to remove blockers. Create thumb drive converting manual processes for automated purposes and for expediting process. Admin rights to create AD Accounts/Profiles, move users from one OU to another and create Admin accounts. Also, O365/Exchange Administrator. Created Mailbox and O365 accounts including Teams and SharePoint.

**Tideworks Technologies Seattle, WA**

**Insight Global Deskside Support 10/2021 to 4/2022**

Technician provides desktop computers and mobile device support Enterprise wide. Providing technical assistance withdrive replacement, adding memory, imaging machines, installing updates (OS and HW), installs of complex internal and external applications, order equipment through COUPA/Connections. Active Directory Admin privileges for creating accounts, profiles, switch users to OU, etc. Assisting end-users with the Microsoft Office suite, other common desktop applications, mobile device usage (iPhone/iPad and Samsung Android phones), multiple operating systems - Dell, HP, and Microsoft hardware platforms, and Administering Microsoft Office 365 portal, including user accounts, Exchange On-line and deliver applications using Company portal and/or Software Center and pushing some applications via SCCM.

**Microsoft Redmond, WA**

**Dysis LLC Software and DevOps Support Engineer 05/2021 to 07/2021**

Analyze and evaluate complex computer and business systems. Manage availability, scalability, and efficiency of critical services. Provides administrative services in support of the production and non-production environment including design, setup, teardown, high-level analysis, testing, system tuning, managing, and providing operational support for various elements within a complex environment (servers, printers, storage devices), network accounts (users, groups, distribution lists), and software.

**Microsoft Redmond , WA 10/1/2020 to 11/6/2020**

**Sonata-Software LLC Support Engineer – O365/SharePoint**

Real-world IT infrastructure Management supporting Exchange O365 (Online Protection) Servers, Virtualization, Storage, Networking, and Applications PPE to Deployment. Microsoft Azure, Office 365, Azure DevOps, MS build, Visual studio, PowerShell, Notepad++, Windows Terminal, CMD, Active Directory, DHCP. Added Physical and VM Servers to Back up on the Cloud via the internal site and having naming convention knowledge.

**Seattle Genetics Bothell, WA 11/4/2019 to 01/31/2020**

**IQVIA Service Engineer/Help desk Analyst**

Functioned as onsite SME serving as the communication hub between the level 1 Service Desk team hard, HPS and client management, Ticket and Call handling, monitoring, reporting, and monitoring status of ticket escalations to tier two support, clients, and other vendors. Escalated issues to timely resolution identifying trends to optimize escalation processes of the devices.

**Microsoft Redmond, WA 08/2019 to 09/2019**

**ZEN3 Support Engineer II/DevOps Support Engineer**

IT infrastructure Management supporting Exchange O365 (Online Protection) Servers, Virtualization, Storage, Networking, and Applications PPE to Deployment. Hands-on networking/data center support and understanding how to read logs from PowerShell commands. Used existing PowerShell scripts for deployments, troubleshooting hardware, Microsoft Azure, Office 365, Azure DevOps, MS build, Visual studio, PowerShell, Notepad++, Windows Terminal, CMD, Active directory.

**Microsoft Campus Redmond, WA 05/01/2017-01/2019**

**(SOC) Mindtree Windows Intune Systems Administrator/Incident Manager**

Responded to incoming tickets, meeting 15-minute initial response, engaging with Site Ops for accurate information for Bridge and Triage. Acknowledged Incidents, triaged and logged incidents, opened bridges communicating with external customers and Engineers internally. Delivering incident and outage communications to business leaders, updating stakeholders on critical impact information. Supported IOS devices, Mobile/Smart Devices, and Client Computing teams, enhancing the management of our endpoint with tools such as Intune, Kudos, Workspace One, PowerShell, SCCM, and other toolsets with customer experience/productivity and security.

**PACCAR Financial Corporation 03/2017 – 05/2017**

**KPIT PC Support Contactor II**

Client device support with PC deployments, troubleshooting using PowerShell scripting. Remedy, and ITSM ticketing in monitoring customer requests and problem cases. Used SCCM in Administering requests. Backed up user/s Laptop and Desktop rebuild, re-image, and refresh replacement of old machine/s with new machines, restored data, installed software, and added Favorites to profile.

**Microsoft Redmond, WA 12/2014– 6/2016**

**Brillio Systems Support Engineer** **Windows Phone Test**

Monitored agent jobs, SQL-related services, disk space, data & log files, exchange server database, message queues, Infrastructure components using System Center Operation Manager and distribution list (using WTT, Atlas Global, MURI, SCOM, Spotlight, and VSO). Basic hardware troubleshooting using HP, Dell, IBM diagnostic software, routers and switches on Windows operating system, website testing in e-commerce related sites, and Active Directory Administration. Identified slow-running MS SQL queries and status reporting, bottlenecks, and error rates. Created and maintained documents required for day-to-day tasks and Created status reports and trend analysis reports for postmortem.

**Microsoft Campus Redmond, WA 10/2013 – 10/2014**

**CompuCom Tier 2/3 Systems Admin-Intune**

Resolved break/fix of desktop applications (driver issues, resolving misc. application install errors, WSUS, etc.) Provided application support and fixes to issues related to reporting, SCCM, for mobility (installation, enrolling, and administering). Strong interpersonal skills allowed me to integrate well with adjoining support teams and assist Admins with enrolling devices and PCs with Intune.

**Microsoft Corporation Redmond, WA 03/2013 – 9/2013**

**Flexasoft Systems Infrastructure Support Engineer II (Treasury Room)**

Monitored incoming/outgoing jobs, reported changes to MS SQL file name/s and reran queries, notified Corp Finance Manager of results. Fielded questions via emails, tickets (ITSM), and in-person requests from Managers, and tier 2 requests related to review of business requirement documents. Installed third-party applications in Tidal, Bloomberg, Aladdin, Forex, and Reuters. Created PST/Archive folders, searched and indexed issues. Displayed strong interpersonal, verbal, and written communication skills from an operational standpoint for Treasury

**Philips Campus Bothell, WA 09/2012 – 3/2013**

**Peak Systems Desktop-Break Fix/Lab Engineer**

Created computer object for target computer in AD, Installed Windows 7, linked to correct OU (AD), and verified computer. Backed up users’ data, retrieved data ran scripts for IRAS, VPN, and SAP720 suite ran encryption for endpoint and shipped machines outpost confirming customers machines were incorrect OU. Restored data, ran EPP, verifying machine is data protected to Philips specifications.

**Microsoft Campus Redmond, WA 05/2011 – 09/2011**

**VMC Service Engineering/Infrastructure Engineer II**

Acted as Incident/Change Engineer requiring excellent written and oral communication skills with a focus on performance and tuning capacity troubleshooting and configuring networking and TCP/IP-based applications. Supported Windows server 2003, 2008 (R2), MS SQL server 2005, 2008, MSDN, TechNet web pages, SQL Blocking commands, TLOG Backup Commands). Received supporting web-based programs, resolved SQL Block and performance threshold mirroring issues.

**Insight Global Seattle, WA**

**Swedish Medical Center SOC Analyst 10/2008 - 12/2008**

Analyst Monitors, troubleshoots,and responds to inquiries regarding issues with network servers in a NOC Environment. NOC supports Swedish users, and patients via remote access and backed AD into computers, evaluated problems, provided customer service, performing health and wellness of production servers, installed security patches with MS updates, utilized IIS management console, AD management console and SoftGrid to resolve application and Network related issues.

Delegated responsibilities and server task related requests to Engineers and Developers.

**Microsoft Redmond, WA 01/2008 – 09/2008 Backup Operations Lead**

Worked as Tier II Operations Lead providing disaster recovery in an enterprise environment. Team tasked with troubleshooting incidents and managing request work within a critical backup environment. Ensuring backup jobs started on time and resolved within working windows. Role included media management, network, hardware, and server troubleshooting. Collaborated with teams to manage restore requests, identifying tapes, injecting media, and ensuring restores complete in a timely fashion. Involved with Engineers on-boarding of Data Protection Manager (DPM), disk to tape and backup to disk technology.

**Volt tech, Infospace Bellevue, WA 04/2007 – 11/2007**

**(SOC) Service Operations Analyst II/Incident Manager**

Monitored overall productivity of company network globally. Responded to service level based ITIL best practices while recording, documenting, and tracking incidents. Supported IIS 6.0 on Windows Server 2003, SP1 and restarted IIS services by using IIS Manager and in command-line utility. Monitored systems, responded to critical alerts, reproduced issues, called out to PM, opened internal/external tickets, triaged, white boarded and followed ITIL standards providing updates and resolution. Supported mobility companies (T-Mobile, Verizon, AT&T, Sprint) mobile web on devices, reported resolved alerts, SMS, MMS issues by logging onto broker and slinger (via UNIX) to slow down building up of queue. Utilized VMware player software to access machines remotely to cycle app pools, stop and start services, reboot, and troubleshoot health of machines.

**T-Mobile USA, INC. Bothell, WA 07/2005 – 04/2007**

**(SOC) Operator II Technical Support/Incident Manager**

As a SOC Technician II, monitored system performance and process completion utilizing T-Mobile Data Center tools, monitoring batch process and proprietary system tools. Evaluated connectivity performance and important stores web-based application/s (incl POS and Watson by running SSL Putty sessions to determine circuit ID is online, online/offline, Datacom, SBC or Verizon or physical issue) using monitoring utilities HP OpenView, BAC, OpenView, and NNM Map while making sure stores stay online. Responded to inquiries regarding issues leveraging monitoring tools to locate and evaluate network, database, and applications issues, and coordinated user input for processing of scheduled and unscheduled batch work for Samson, iHlr