RONNIE BAILEY

RICHMOND, VA 23228 | (360) 719 – 8377 | LINKEDIN.COM/IN/RONNIEBAILEY

Solutions-focused, team oriented with broad based experience and hands-on skills. Highly effective support skills and cost-effective customer support strategies. Proven ability to successfully analyze critical support requirements, to identify deficiencies and potential opportunities, and develop innovative solutions for increasing reliability and improving productivity.

TECHNOLOGIES		TECHNICAL SUPPORT	
• Active Directory	• Office 365	• Autonomy Supervision	• ITIL skill set
• Amazon Web Service	• Sharepoint Management	• Data Backup Recovery	• LAN/WAN connectivity
• Bomgar, Beyond Trust	• VMWare	• Intermediate French skills	• Remote Sessions
	• Wireshark		• Server Management

CAREER EXPERIENCE

L2 SUPPORT ENGINEER, INDIVIOR PHARMACEUTICALS, Contractor Role   10.2019 – Present
• Focus on both meeting SLAs and maintaining a high level of actual user satisfaction for 950 local and additional remote clients.
• On-boarding and off-boarding personnel within the company through Active Directory and Exchange server administration.
• Applying provisioned packages, installing imaging for Windows operating systems, configuring BIOS, and firmware updates to ensure devices are in compliance to the latest security standards.
• Closing 94% of tickets on first contact, following up with users to ensure frequent updates using ServiceNow ticketing system.
• Worked with IT leadership to develop and execute a litigation hold policy across technologies.
• Controlling asset management with Intune and Active Directory for licenses and hardware, keeping company data secured.
• Serves as a liaison between the technical team and in-house clients by delivering complex concepts in a casual manner.

HELP DESK TECHNICIAN, WELLS FARGO, Contractor Role   04.2019 – 10.2019
• Was the primary support resource for 500 people, including executives. Received 98% satisfaction rating on post-ticket reviews
• Exceeded expectations by processing approximately 30 to 50 help desk tickets per day and single call resolution using Remedy.
• Developed Windows Server administration, including Active Directory and Group Policy for password resets and unlocks.
• Collaborated with Tier II - III peers based in the U.S., India, and Philippines to resolve complex problems that required escalation.
• Managed ticketing admin tools to monitor for preventative maintenance improving IT department's effectiveness by 35%.

OPERATIONS SUPERVISOR, CVS PHARMACY   04.2018 – 10.2019
• Well-versed in all HIPAA and patient privacy regulations.
• Oversaw the completion of all opening and closing store operations.
• Exercised caution when dealing with sickly or disabled customers in a potentially hazardous environment.
• Ensured the customer's sense of confidentiality at all times while accessing their secured accounts
• Conducted employee reviews and implemented new coaching techniques.

SUPERVISOR ELECTRONICS TECHNICIAN, UBREAKIFIX   01.2017 – 09.2017
• Managed and administered network servers, Mac OS X, Windows X, and Linux based desktop computer systems and peripherals.
• Conducted testing and fault diagnostics on electrical equipment and recommended best practices.
• Authored and reviewed Standard Operating Procedures (SOP's) for electrical equipment.
• Triaged incoming appointments to appropriate work order queues on customer priority and severity.
• Performed computer, cellphone, tablet, printer, and various hardware repairs.

EDUCATION

BACHELOR OF SCIENCE, UNIVERSITY OF RICHMOND, In Progress   08.2020 – 2022
• Information Security

ASSOCIATE OF APPLIED SCIENCE, REYNOLDS COLLEGE   08.2018 – 08.2020
• Information Systems & Cyber Security
• Network Administration Certificate